



Title: SIP-demarc Report

Site: 8198-1 Call Center Primary Site

Date: Wednesday May 15, 2019 23:59:59

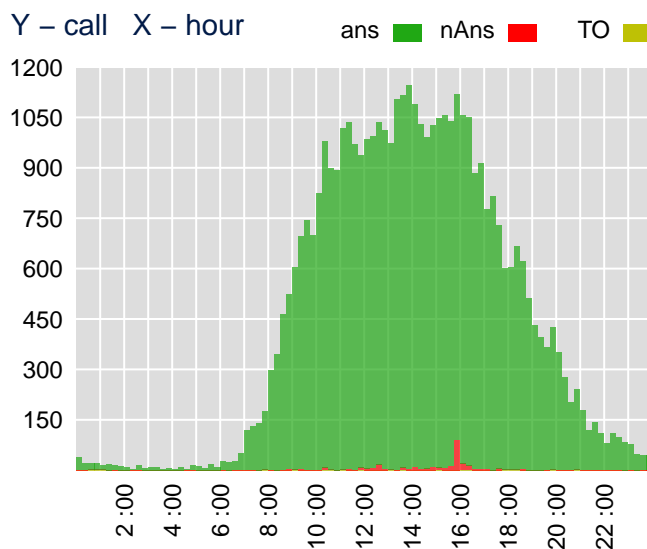
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Inbound Summary

Site: 8198-1 Call Center Primary Site

Date: Wed May 15, 2019



not ans sip response code

90	486 Busy Here
42	500 Server Internal Error
13	487 Request Terminated
3	504 Server Time-out
3	404 Not Found

114 internal number

	ans	nAns	internal number
1	7586	6	1828466026 name masked
2	6492	2	1828466020 name masked
3	1050	1	1828466004
4	1033	0	1828466006
5	768	0	1828466042
6	619	0	1828466288
7	532	0	1828466020
8	416	0	1828466048
9	218	0	1828466004
10	216	0	1828466066 name masked
11	196	0	1828466048
12	192	2	1828466040
13	172	0	1828466000
14	169	0	1828466288
15	144	0	1828466280
16	122	0	1828466020
17	119	0	1828466024
18	110	0	1828466264
19	94	0	1828466002
20	0	90	1828226260
21	84	0	1828466262
22	81	0	1828466260
23	74	0	1828466282
24	65	0	1828466262
25	54	1	1828466068
26	54	0	1828466228
27	46	2	1828466042
28	46	0	1828466040
29	46	0	1828466040
30	0	42	1828466868
31	33	0	1828466282
32	30	0	1828466204
33	26	0	1828466286
34	25	0	1828466284
35	24	0	1820248844
36	23	0	1828466264
37	20	0	1828466044

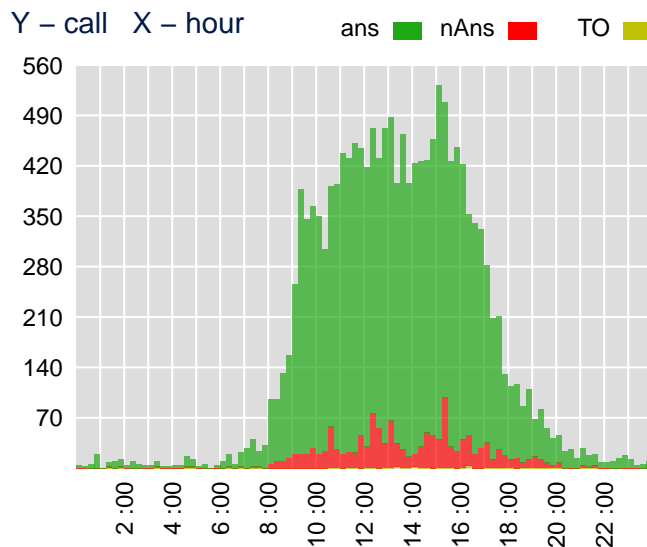
14305 external number

	ans	nAns	external number
1	745	5	102028240 name masked
2	149	0	1680880220
3	49	0	1842460662 name masked
4	39	0	1820242666
5	0	37	1002822046 name masked
6	35	0	1640028868
7	33	0	1240880866
8	30	0	1442482020 name masked
9	22	0	1666006222 name masked
10	21	0	1684006226
11	20	0	1624040666
12	20	0	1006680060
13	19	0	1400028686
14	15	0	1840604222
15	14	0	1822024648 name masked
16	14	0	18828226260 name masked
17	14	0	1880644266 name masked
18	13	0	1888664640
19	13	0	1802284484
20	12	0	1662246662 name masked
21	12	0	1264460866 name masked
22	11	0	1662400286
23	11	0	1884684466 name masked
24	11	0	1660066864
25	11	0	1820220082 name masked
26	10	0	1400068602
27	10	0	1664868446 name masked
28	10	0	1680888268
29	10	0	1668200806 name masked
30	9	0	1820442806 name masked
31	9	0	1824806240 name masked
32	1	8	1840282402 name masked
33	9	0	1884642264 name masked
34	0	9	1840802284 name masked
35	9	0	1880484686 name masked
36	9	0	12002604646 name masked
37	9	0	1662442460

Outbound Summary

Site: 8198-1 Call Center Primary Site

Date: Wed May 15, 2019



not ans	sip response code
596	487 Request Terminated
47	486 Busy Here
27	404 Not Found
10	503 Service Unavailable
4	183 Session Progress
4	480 Temporarily Unavailable
2	500 Server Internal Error
2	403 Forbidden
2	408 Request Timeout
1	484 Address Incomplete

779 internal number

	ans	nAns	internal number
1	2743	240	12220440802 name masked
2	880	53	18828226260 name masked
3	519	100	18828226262 name masked
4	447	35	12226044000 name masked
5	343	63	1828226660
6	305	67	18820248622 name masked
7	182	40	12660860802 name masked
8	110	5	18820248624 name masked
9	85	16	12002604646 name masked
10	72	12	18820248646 name masked
11	73	11	12660808800 name masked
12	54	4	12660808640 name masked
13	49	7	18820242086 name masked
14	55	1	12880606426 name masked
15	33	4	12226668222 name masked
16	24	5	12004882626 name masked
17	21	7	12444642664 name masked
18	27	0	12442040886 name masked
19	26	0	1820242666
20	22	2	12660644842 name masked
21	21	1	10644206888 name masked
22	19	0	18820082266 name masked
23	18	0	102028240 name masked
24	11	0	1842460662 name masked
25	9	1	12882844422 name masked
26	9	0	1640028868
27	8	0	1400028686
28	8	0	1240880866
29	7	1	1220440802 name masked
30	8	0	1880644266 name masked
31	7	0	1880084822 name masked
32	7	0	1624040666
33	6	0	1840268884 name masked
34	6	0	1662246662 name masked
35	4	2	1820248220 name masked
36	6	0	18820082660 name masked
37	5	1	18820068282 name masked

5104 external number

	ans	nAns	external number
1	197	3	1668882026
2	189	0	12884062002
3	157	0	12880022246
4	71	1	12442006008
5	67	0	12002604646 name masked
6	59	0	12006486802
7	58	0	1820228880
8	53	2	12880888282
9	51	0	12886608048
10	50	0	12882022008
11	48	1	12884420080
12	48	0	12000864468
13	34	0	12882226468
14	0	31	1882000424
15	26	1	12448680628
16	25	0	12884842408
17	23	0	12000888446
18	20	0	12880022248
19	19	0	1880480848
20	19	0	1820220422
21	17	0	12002420080
22	16	0	12882824260
23	15	0	16844228206
24	14	0	14668480426
25	13	0	12442006000
26	13	0	1880602466
27	12	0	12008662080
28	12	0	14822420008
29	11	1	1882868402 name masked
30	12	0	12666206240
31	11	0	14668606206
32	11	0	12004264006
33	11	0	16844608266
34	0	10	1660844848
35	10	0	12222882480
36	10	0	12226884288
37	10	0	18820220264

Inbound & Outbound SIP-Trunk Traffic

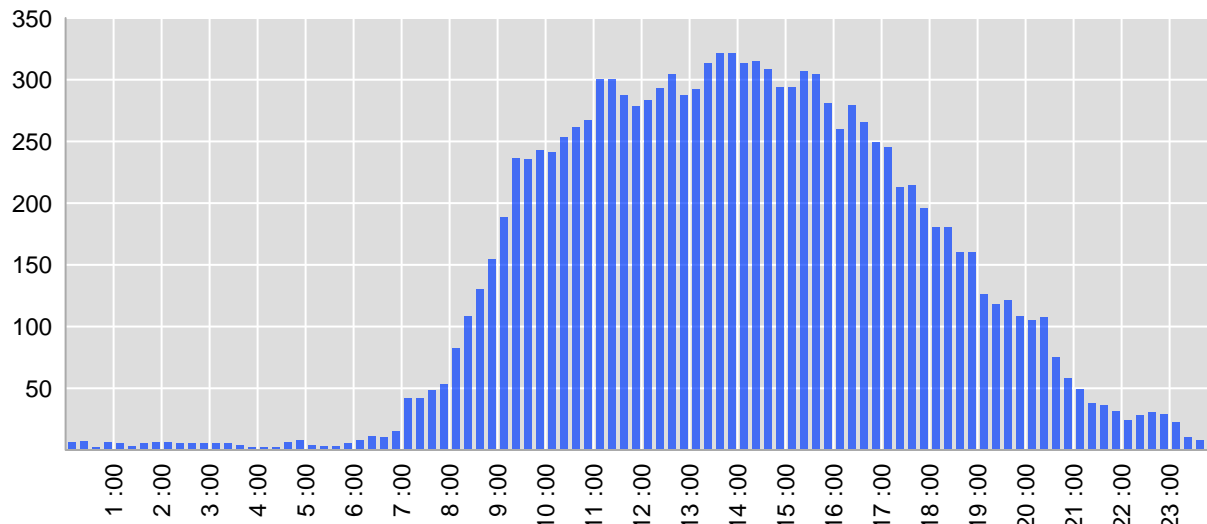
Site: 8198-1 Call Center Primary Site

Trunk: 1 TELUS CC

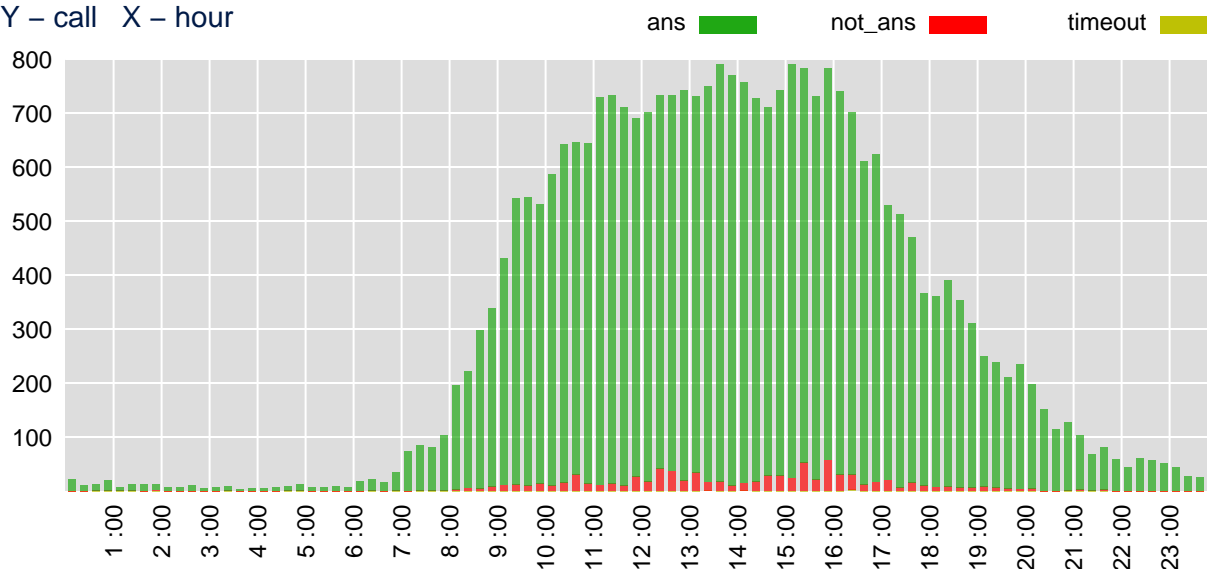
Date: Wed May 15, 2019

Direction: Inbound & Outbound

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	7	64	2	0
1	6	41	3	0
2	6	28	0	0
3	5	23	1	0
4	8	31	2	0
5	5	29	0	0
6	15	90	2	0
7	53	341	3	0
8	154	1032	22	0
9	243	2001	47	0
10	267	2450	69	0
11	300	2800	62	0
12	304	2795	115	0
13	321	2963	77	1
14	315	2848	87	1
15	307	2932	154	0
16	279	2587	86	2
17	245	1826	52	0
18	180	1389	27	0
19	126	913	21	0
20	107	585	5	0
21	49	306	5	0
22	30	211	0	0
23	22	122	0	0
Total	321 (max)	28407	842	4

Count	Not Ans response code
609	487 Request Terminated
137	486 Busy Here
44	500 Server Internal Error
30	404 Not Found
10	503 Service Unavailable
4	183 Session Progress
4	480 Temporarily Unavailable
3	504 Server Time-out
2	403 Forbidden

Inbound SIP-Trunk Traffic

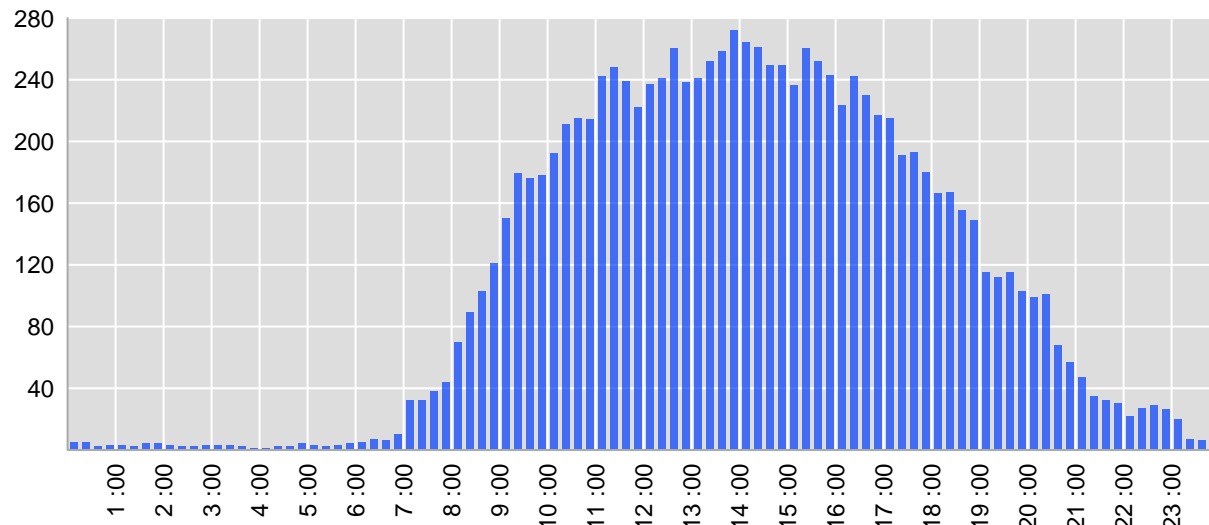
Site: 8198-1 Call Center Primary Site

Date: Wed May 15, 2019

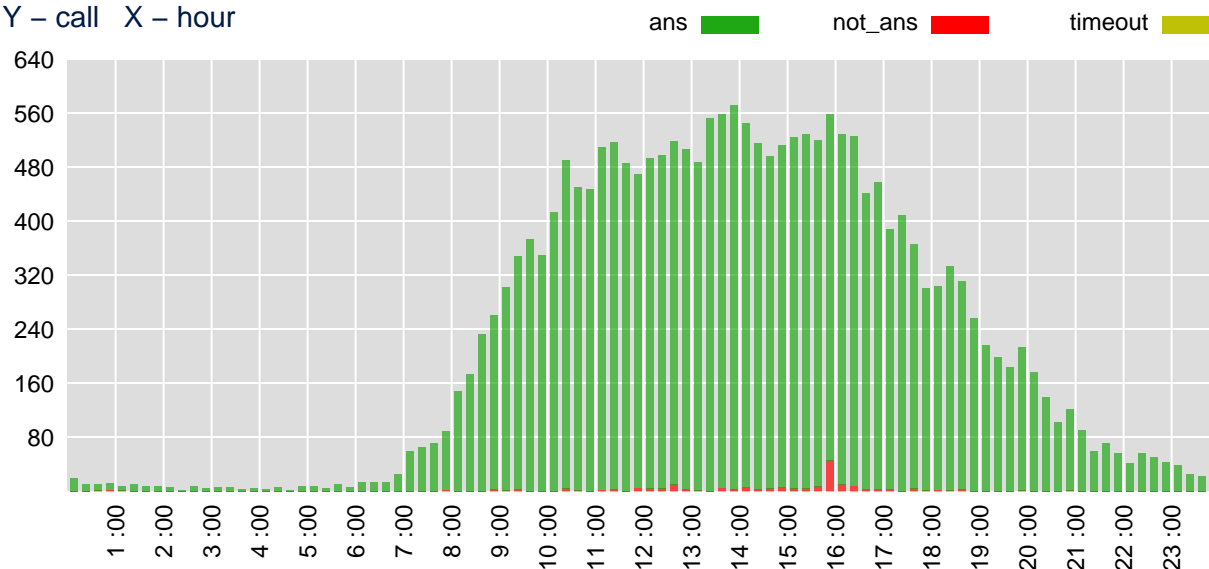
Trunk: 1 TELUS CC

Direction: Inbound

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	5	48	2	0
1	4	28	1	0
2	3	16	0	0
3	3	15	0	0
4	4	15	0	0
5	4	23	0	0
6	10	63	0	0
7	44	281	1	0
8	121	812	2	0
9	179	1368	3	0
10	215	1794	5	0
11	248	1973	7	0
12	260	1997	17	0
13	272	2162	7	0
14	264	2054	15	0
15	260	2072	58	0
16	242	1931	21	0
17	215	1456	6	0
18	167	1199	4	0
19	115	809	1	0
20	101	534	1	0
21	47	274	0	0
22	29	186	0	0
23	20	106	0	0
Total	272 (max)	21216	151	0

Count	Not Ans response code
90	486 Busy Here
42	500 Server Internal Error
13	487 Request Terminated
3	404 Not Found
3	504 Server Time-out

Outbound SIP-Trunk Traffic

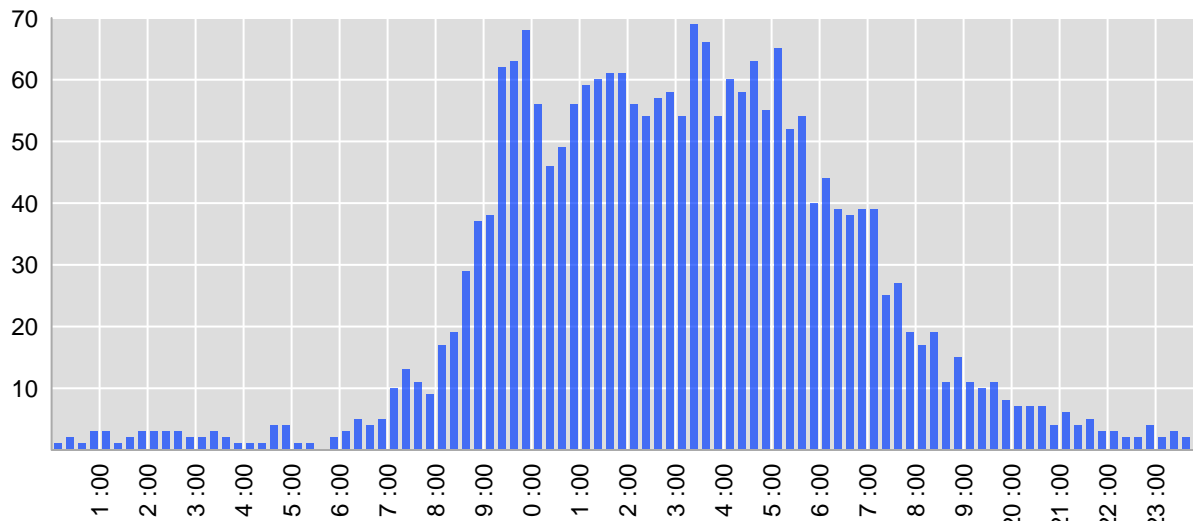
Site: 8198-1 Call Center Primary Site

Date: Wed May 15, 2019

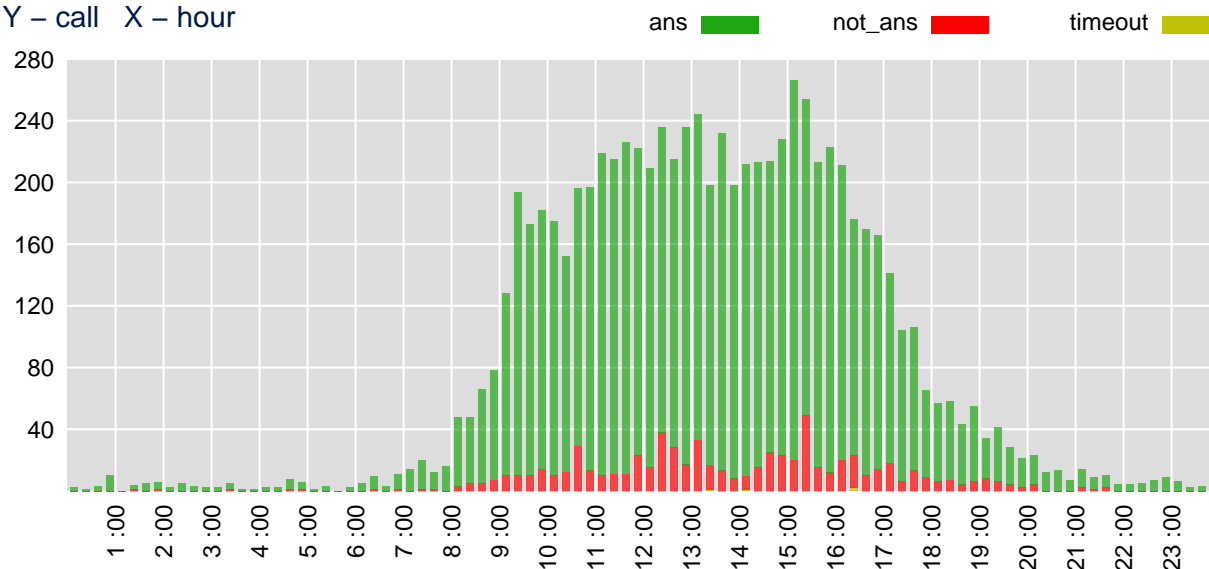
Trunk: 1 TELUS CC

Direction: Outbound

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	3	16	0	0
1	3	13	2	0
2	3	12	0	0
3	3	8	1	0
4	4	16	2	0
5	2	6	0	0
6	5	27	2	0
7	13	60	2	0
8	37	220	20	0
9	68	633	44	0
10	56	656	64	0
11	61	827	55	0
12	58	798	98	0
13	69	801	70	1
14	63	794	72	1
15	65	860	96	0
16	44	656	65	2
17	39	370	46	0
18	19	190	23	0
19	11	104	20	0
20	7	51	4	0
21	6	32	5	0
22	4	25	0	0
23	3	16	0	0
Total	69 (max)	7191	691	4

Count	Not Ans response code
596	487 Request Terminated
47	486 Busy Here
27	404 Not Found
10	503 Service Unavailable
4	183 Session Progress
4	480 Temporarily Unavailable
2	403 Forbidden
2	408 Request Timeout
2	500 Server Internal Error

SIP-Trunk Table

Site: 8198-1 Call Center Primary Site

Last Update: Mon March 11, 2019 13:50:06

	sipTrk	Name	Threshold	SIP Server, Telco/Internal	IP Trunk A/B	
0	1	TELUS CC	960 email	192.0.2.13 5060 telco	trk 12 B	enable
1	1	TELUS CC	960 email	192.0.2.50 5060 int	trk 12 A	disable
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

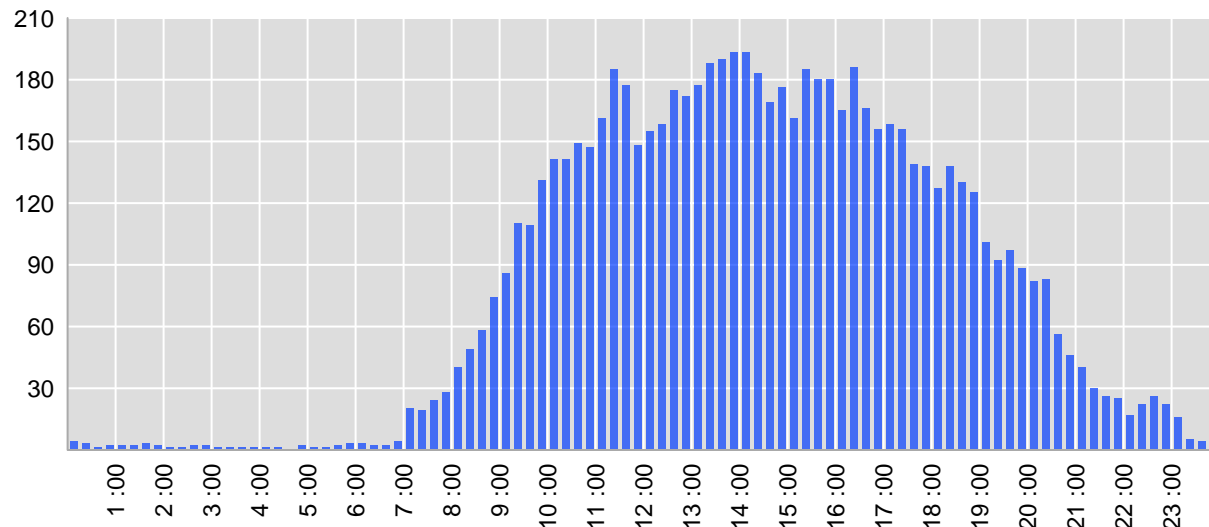
Group / ACD Traffic – Gen. Inquiries

Site: 8198-1 Call Center Primary Site

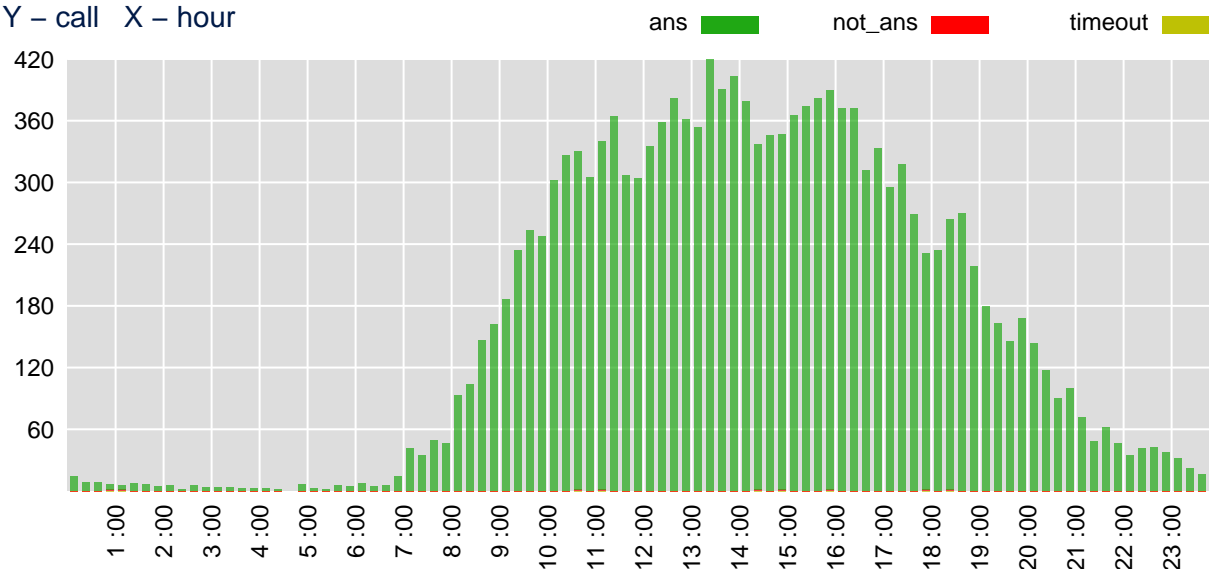
Date: Wed May 15, 2019

Group: 5 Gen. Inquiries

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	4	35	1	0
1	3	21	1	0
2	2	14	0	0
3	1	10	0	0
4	2	9	0	0
5	3	12	0	0
6	4	30	0	0
7	28	171	0	0
8	74	505	0	0
9	131	920	0	0
10	149	1262	1	0
11	185	1314	1	0
12	175	1436	0	0
13	193	1566	0	0
14	193	1407	2	0
15	185	1509	1	0
16	186	1389	0	0
17	158	1111	1	0
18	138	985	1	0
19	101	655	0	0
20	83	450	0	0
21	40	227	0	0
22	26	155	0	0
23	16	86	0	0
Total	193 (max)	15279	9	0

Count	Not Ans response code
6	487 Request Terminated
3	504 Server Time-out

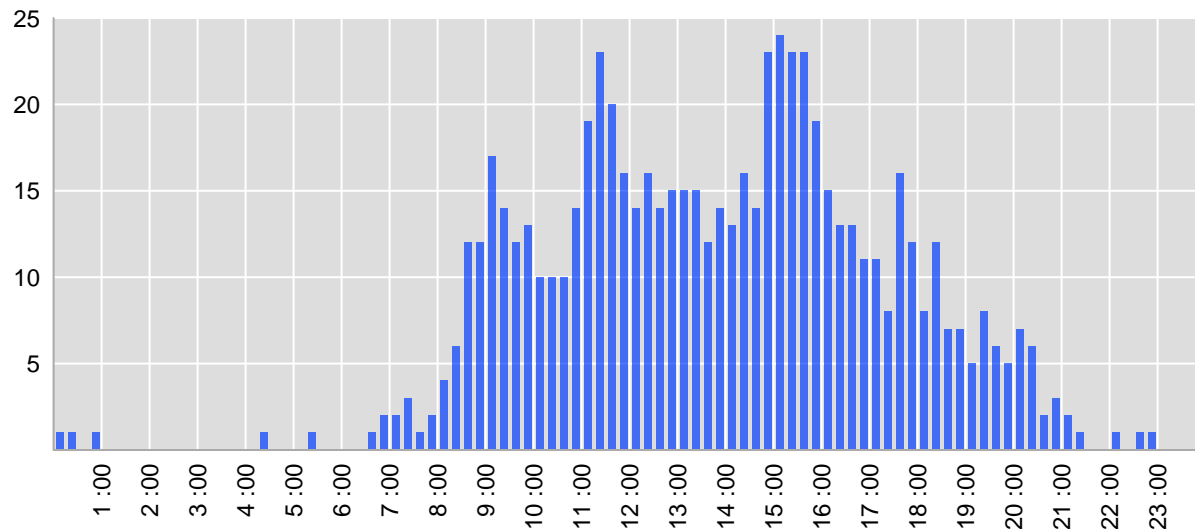
Group / ACD Traffic – HR ContactCentre

Site: 8198-1 Call Center Primary Site

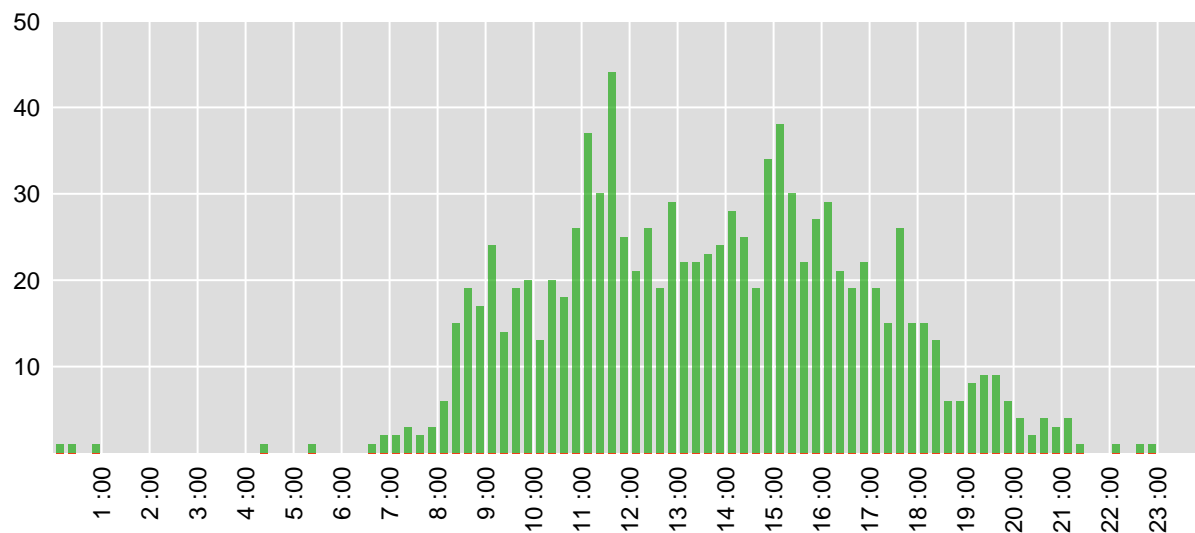
Date: Wed May 15, 2019

Group: 0 HR ContactCentre

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	1	3	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	1	1	0	0
5	1	1	0	0
6	2	3	0	0
7	3	10	0	0
8	12	57	0	0
9	17	77	0	0
10	14	77	0	0
11	23	136	0	0
12	16	95	0	0
13	15	91	0	0
14	23	106	0	0
15	24	117	0	0
16	15	91	0	0
17	16	75	0	0
18	12	40	0	0
19	8	32	0	0
20	7	13	0	0
21	2	5	0	0
22	1	3	0	0
23	0	0	0	0
Total	24 (max)	1033	0	0

Count	Not Ans response code

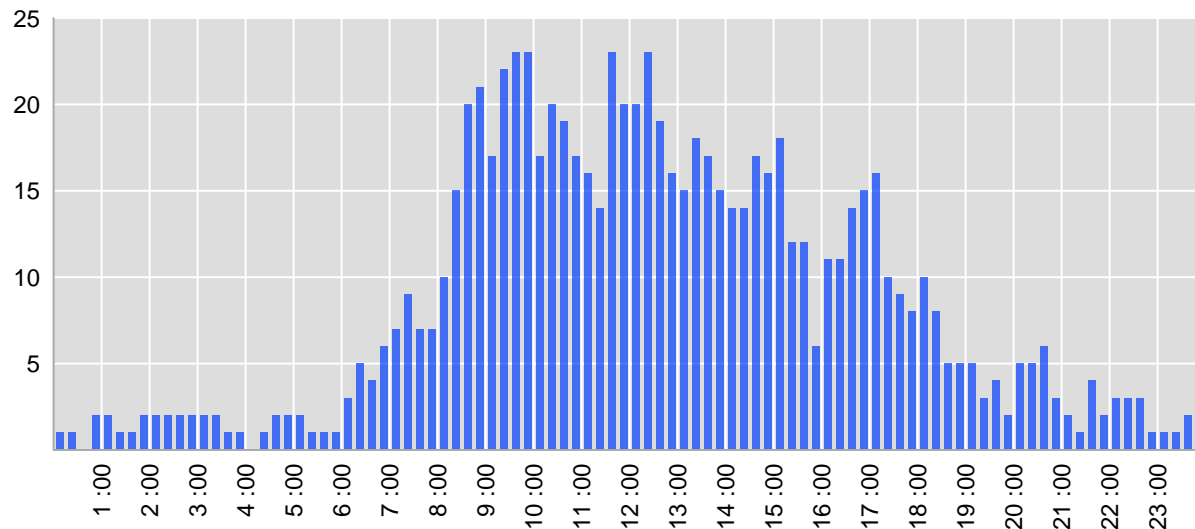
Group / ACD Traffic – ISD – CPG

Site: 8198-1 Call Center Primary Site

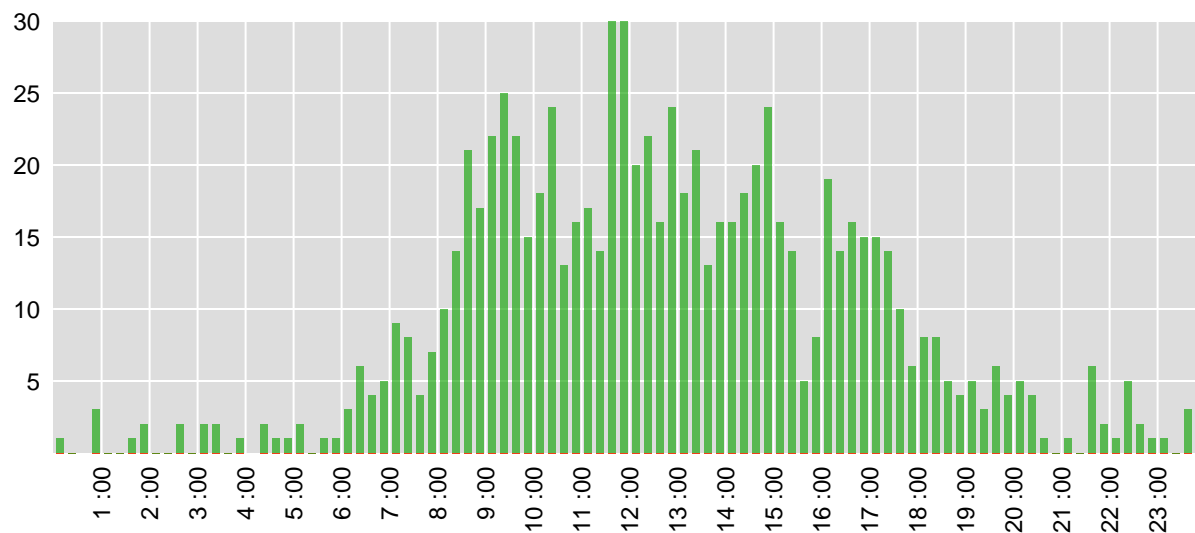
Date: Wed May 15, 2019

Group: 30 ISD – CPG

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	2	4	0	0
1	2	3	0	0
2	2	2	0	0
3	2	5	0	0
4	2	4	0	0
5	2	4	0	0
6	6	18	0	0
7	9	28	0	0
8	21	62	0	0
9	23	84	0	0
10	20	71	0	0
11	23	91	0	0
12	23	82	0	0
13	18	68	0	0
14	17	78	0	0
15	18	43	0	0
16	15	64	0	0
17	16	45	0	0
18	10	25	0	0
19	5	18	0	0
20	6	10	0	0
21	4	9	0	0
22	3	9	0	0
23	3	6	0	0
Total	23 (max)	833	0	0

Count	Not Ans response code

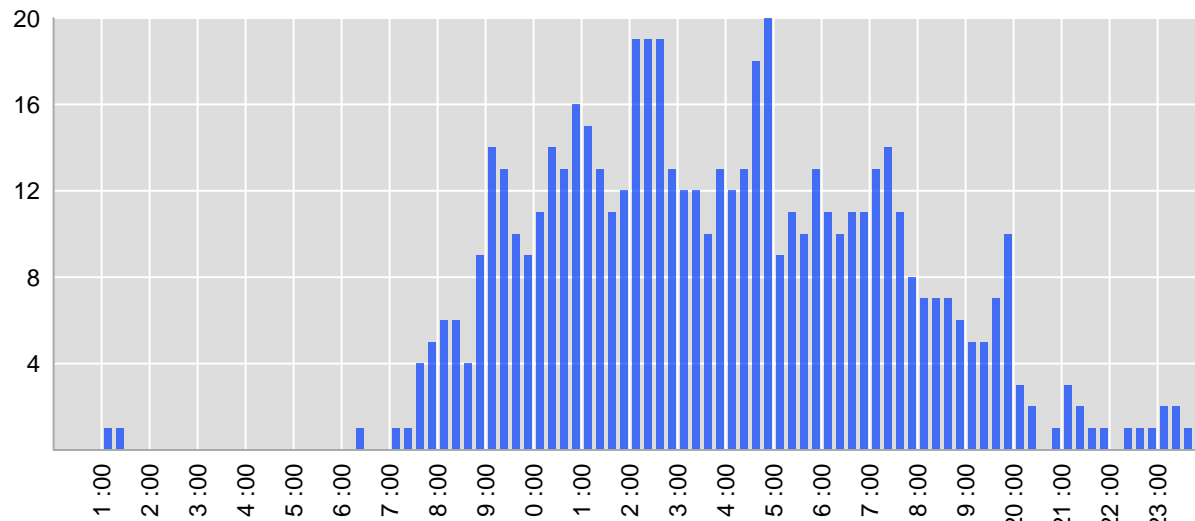
Group / ACD Traffic – RSC

Site: 8198-1 Call Center Primary Site

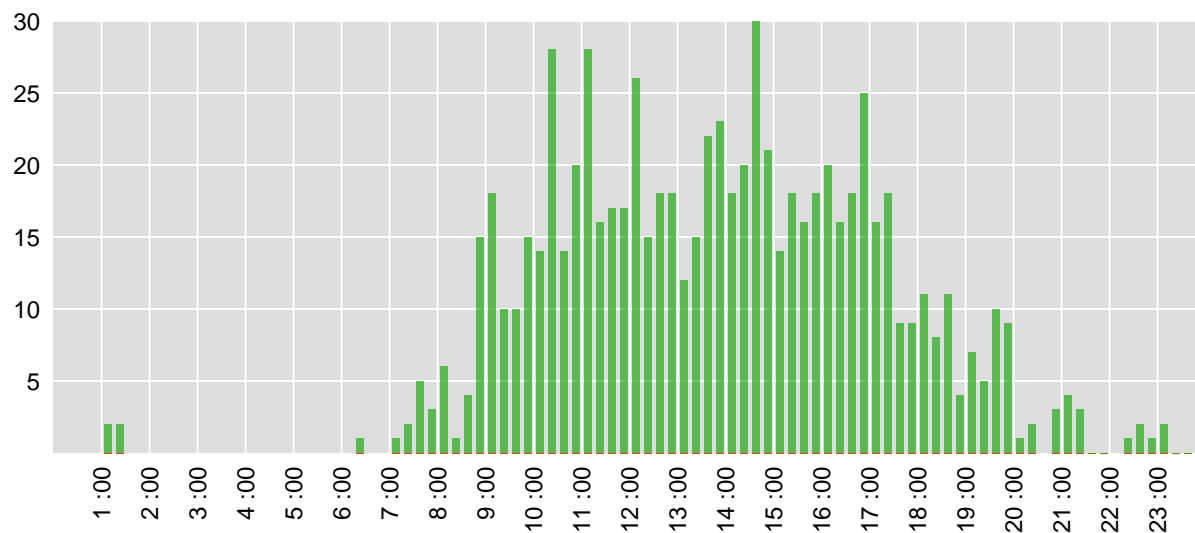
Date: Wed May 15, 2019

Group: 10 RSC

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	1	4	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	1	1	0	0
7	5	11	0	0
8	9	26	0	0
9	14	53	0	0
10	16	76	0	0
11	15	78	0	0
12	19	77	0	0
13	13	72	0	0
14	20	89	0	0
15	13	66	0	0
16	11	79	0	0
17	14	52	0	0
18	7	34	0	0
19	10	31	0	0
20	3	6	0	0
21	3	7	0	0
22	1	4	0	0
23	2	2	0	0
Total	20 (max)	768	0	0

Count	Not Ans response code

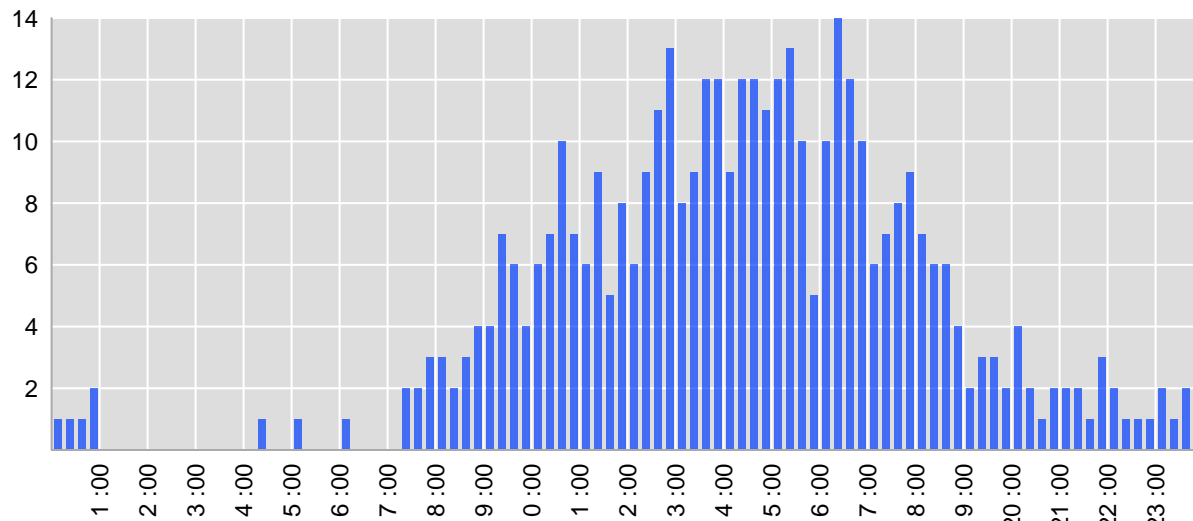
Group / ACD Traffic – Epost

Site: 8198-1 Call Center Primary Site

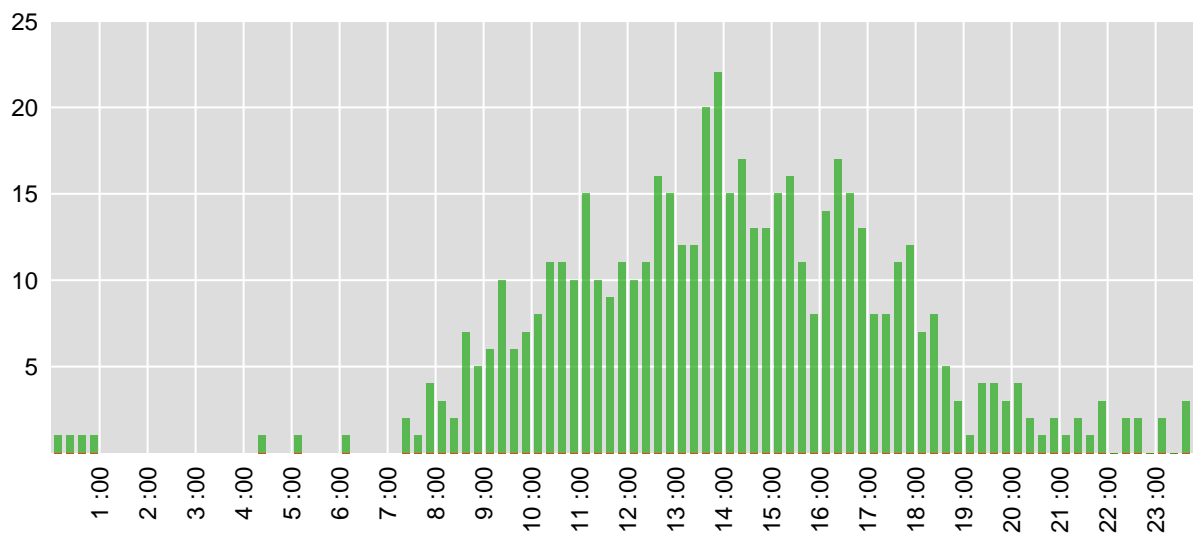
Date: Wed May 15, 2019

Group: 17 Epost

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	2	4	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	1	1	0	0
5	1	1	0	0
6	1	1	0	0
7	3	7	0	0
8	4	17	0	0
9	7	29	0	0
10	10	40	0	0
11	9	45	0	0
12	13	52	0	0
13	12	66	0	0
14	12	58	0	0
15	13	50	0	0
16	14	59	0	0
17	9	39	0	0
18	7	23	0	0
19	3	12	0	0
20	4	9	0	0
21	3	7	0	0
22	2	4	0	0
23	2	8	0	0
Total	14 (max)	532	0	0

Count	Not Ans response code

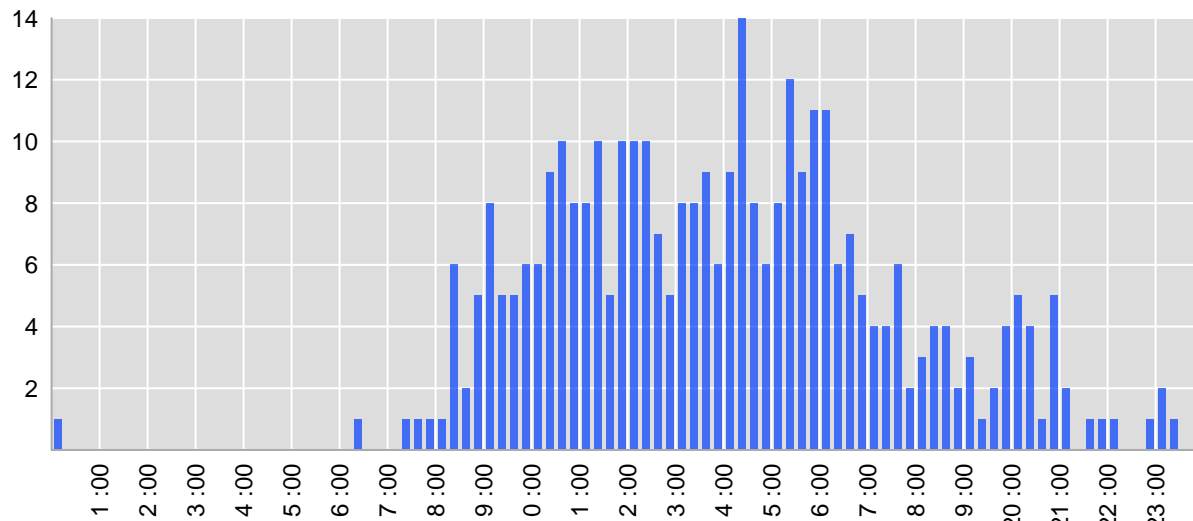
Group / ACD Traffic – CSN

Site: 8198-1 Call Center Primary Site

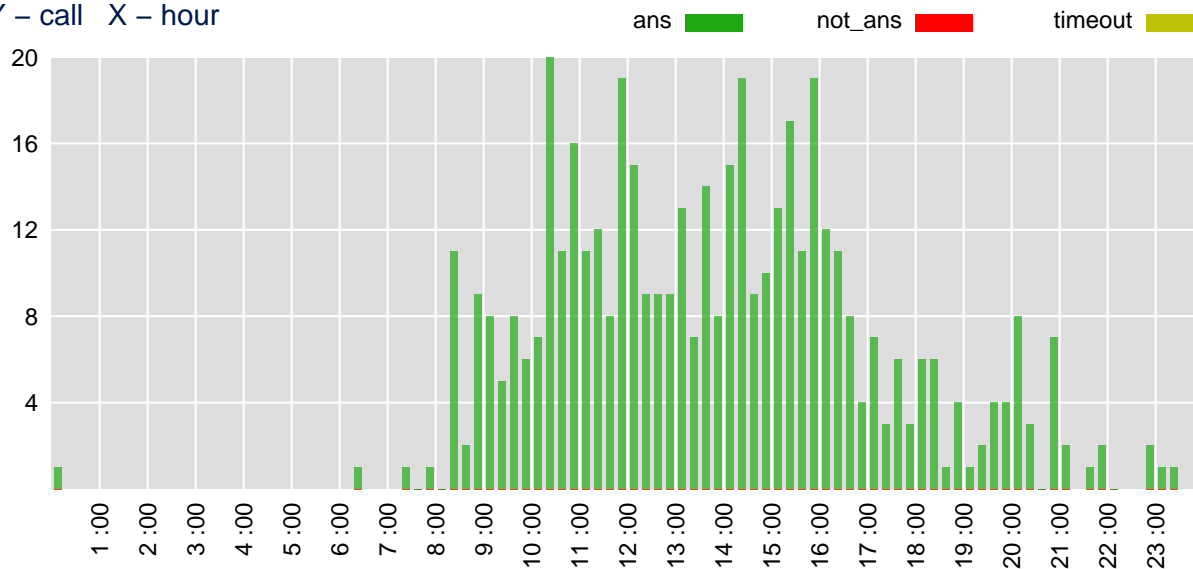
Date: Wed May 15, 2019

Group: 18 CSN

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	1	1	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	1	1	0	0
7	1	2	0	0
8	6	22	0	0
9	8	27	0	0
10	10	54	0	0
11	10	50	0	0
12	10	42	0	0
13	9	42	0	0
14	14	53	0	0
15	12	60	0	0
16	11	35	0	0
17	6	19	0	0
18	4	17	0	0
19	4	11	0	0
20	5	18	0	0
21	2	5	0	0
22	1	2	0	0
23	2	3	0	0
Total	14 (max)	464	0	0

Count	Not Ans response code

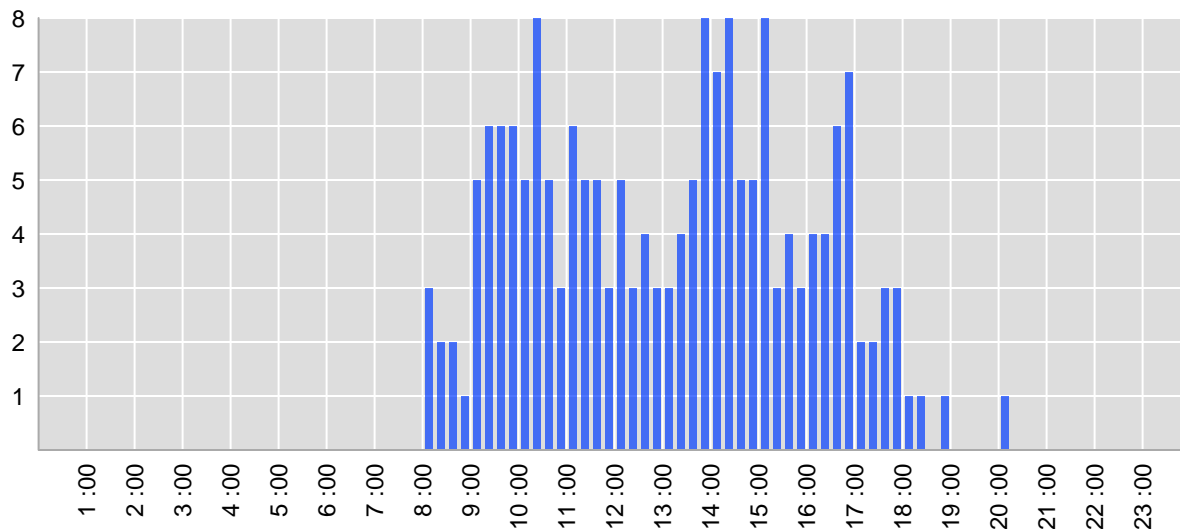
Group / ACD Traffic – Exec/Non-Exec

Site: 8198-1 Call Center Primary Site

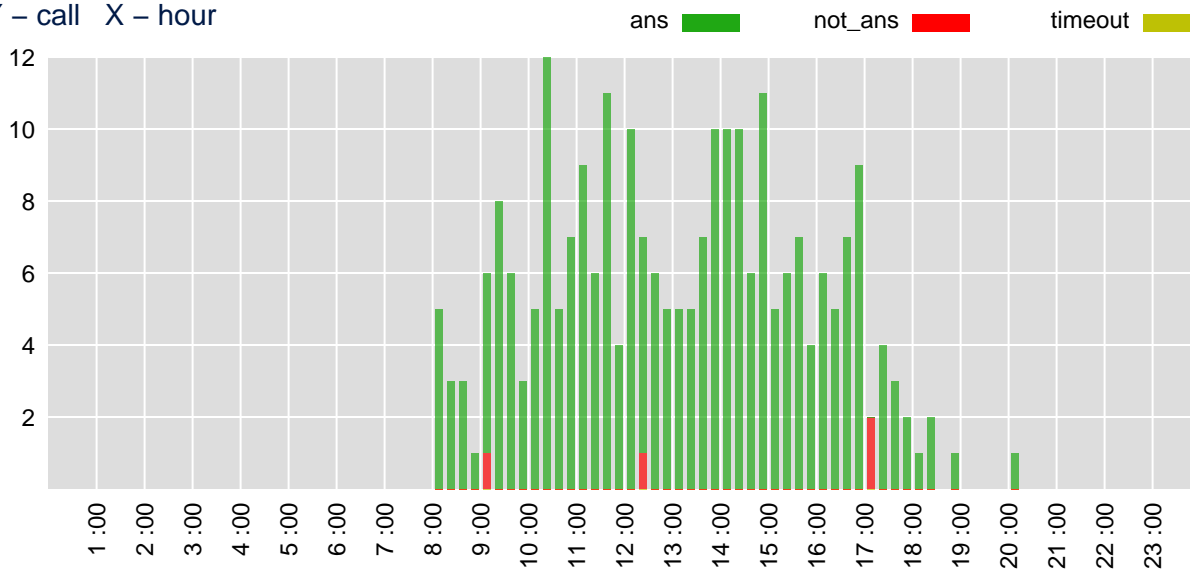
Date: Wed May 15, 2019

Group: 20 Exec/Non-Exec

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	3	12	0	0
9	6	22	1	0
10	8	29	0	0
11	6	30	0	0
12	5	27	1	0
13	8	27	0	0
14	8	37	0	0
15	8	22	0	0
16	7	27	0	0
17	3	9	2	0
18	1	4	0	0
19	0	0	0	0
20	1	1	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	8 (max)	247	4	0

Count	Not Ans response code
4	487 Request Terminated

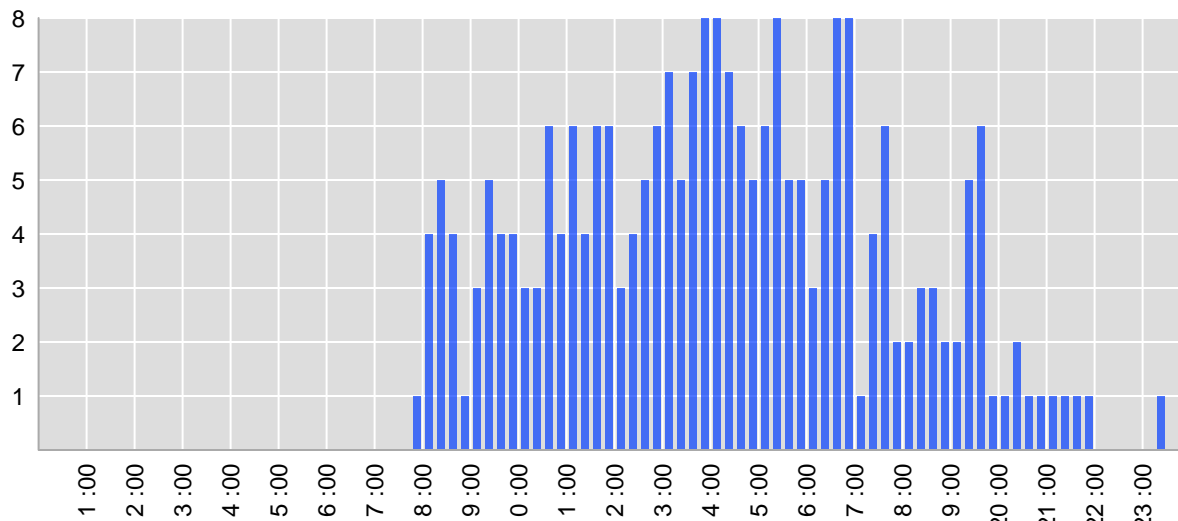
Group / ACD Traffic – VentureOne–NPC

Site: 8198–1 Call Center Primary Site

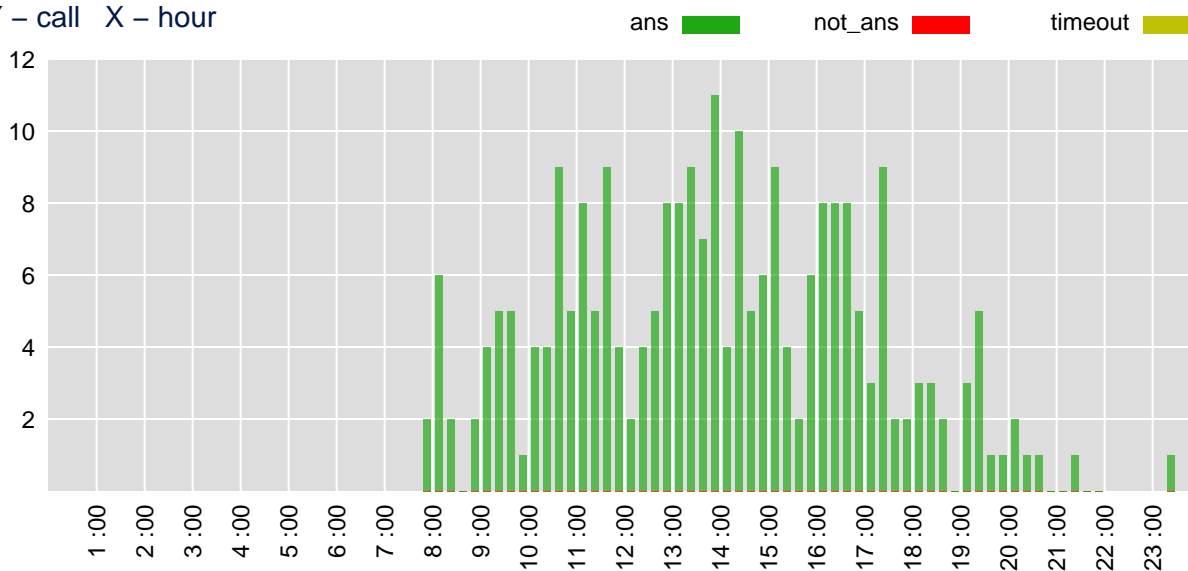
Date: Wed May 15, 2019

Group: 9 VentureOne–NPC

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	1	2	0	0
8	5	10	0	0
9	5	15	0	0
10	6	22	0	0
11	6	26	0	0
12	6	19	0	0
13	8	35	0	0
14	8	25	0	0
15	8	21	0	0
16	8	29	0	0
17	6	16	0	0
18	3	8	0	0
19	6	10	0	0
20	2	4	0	0
21	1	1	0	0
22	0	0	0	0
23	1	1	0	0
Total	8 (max)	244	0	0

Count	Not Ans response code
0	0

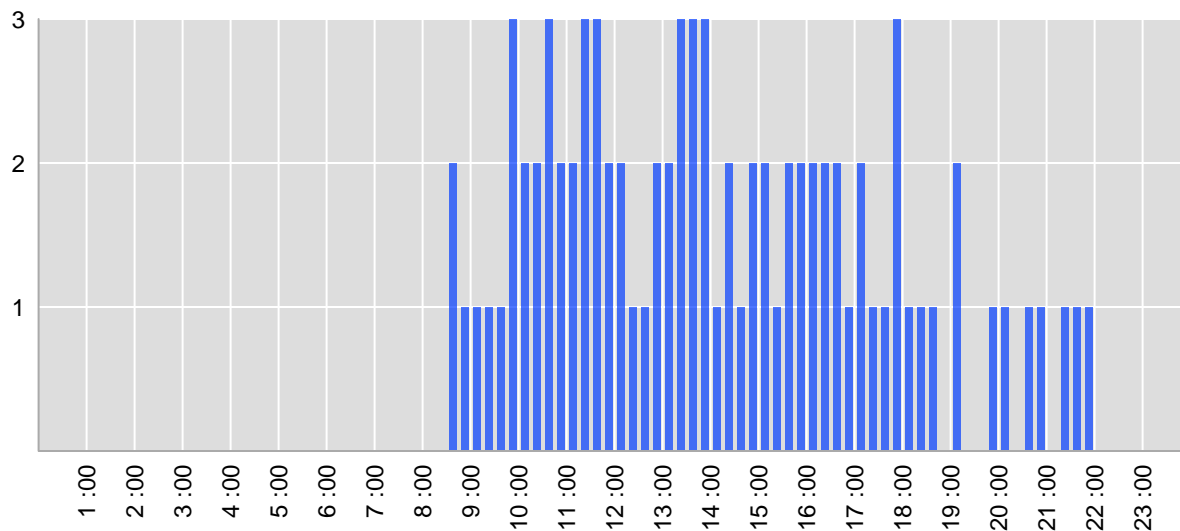
Group / ACD Traffic – Claims

Site: 8198-1 Call Center Primary Site

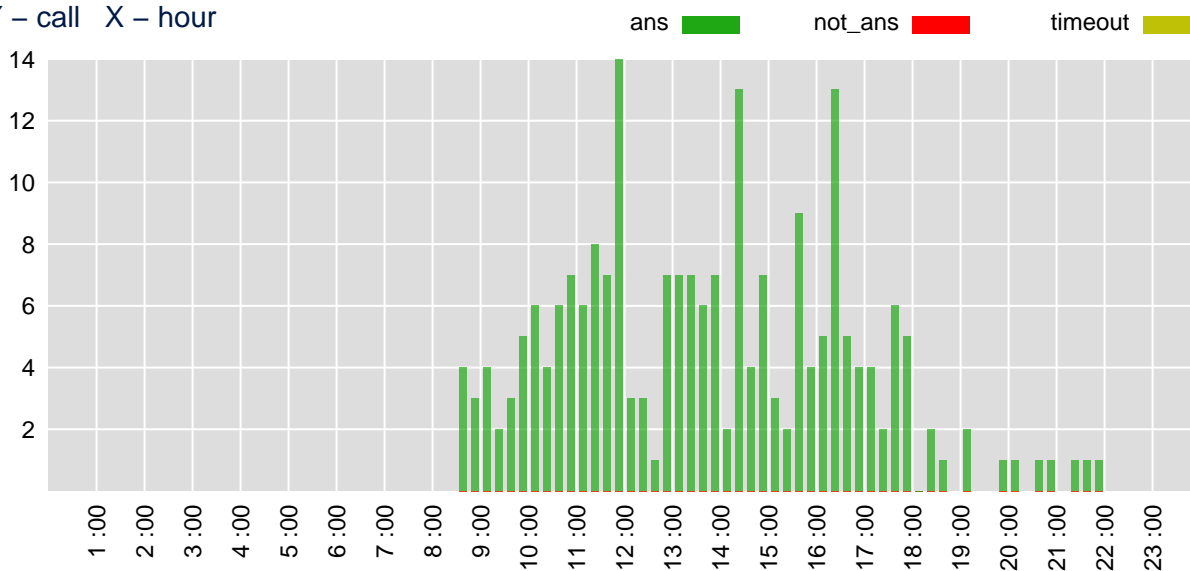
Date: Wed May 15, 2019

Group: 27 Claims

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	2	7	0	0
9	3	14	0	0
10	3	23	0	0
11	3	35	0	0
12	2	14	0	0
13	3	27	0	0
14	2	26	0	0
15	2	18	0	0
16	2	27	0	0
17	3	17	0	0
18	1	3	0	0
19	2	3	0	0
20	1	3	0	0
21	1	3	0	0
22	0	0	0	0
23	0	0	0	0
Total	3 (max)	220	0	0

Count	Not Ans response code

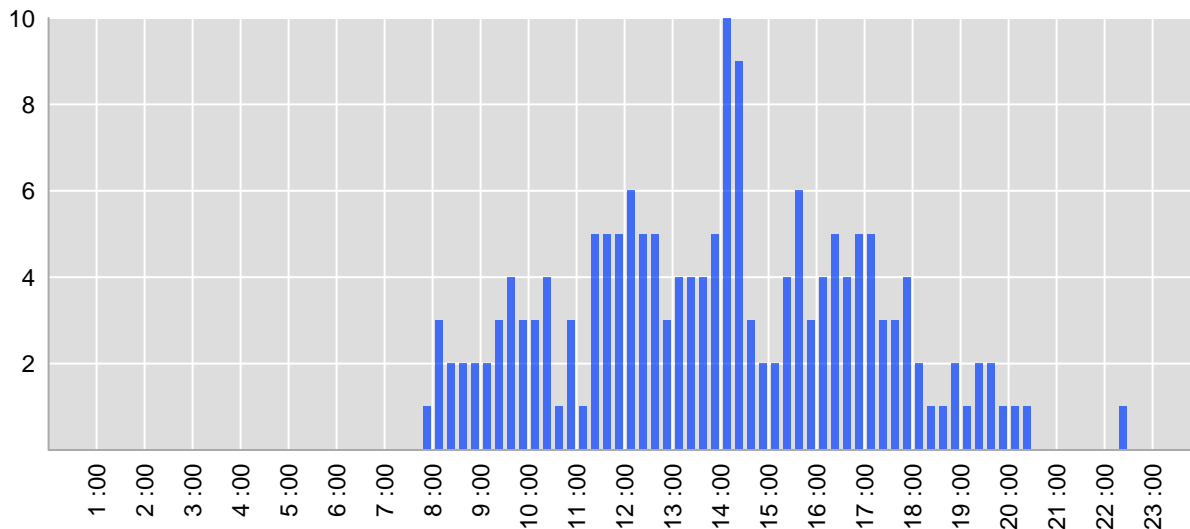
Group / ACD Traffic – SAC

Site: 8198-1 Call Center Primary Site

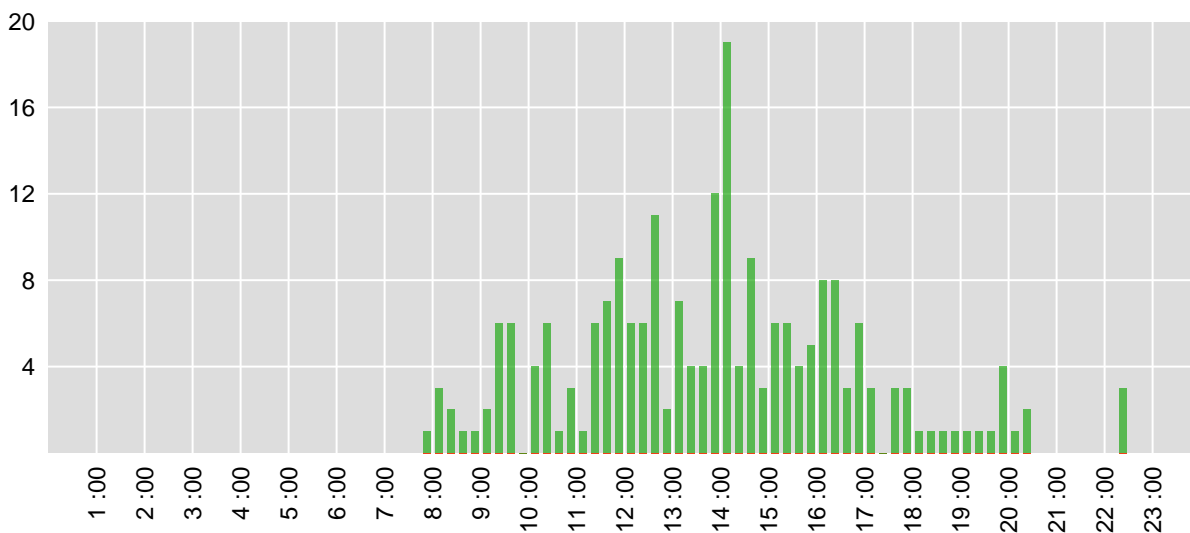
Date: Wed May 15, 2019

Group: 4 SAC

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	1	1	0	0
8	3	7	0	0
9	4	14	0	0
10	4	14	0	0
11	5	23	0	0
12	6	25	0	0
13	5	27	0	0
14	10	35	0	0
15	6	21	0	0
16	5	25	0	0
17	5	9	0	0
18	2	4	0	0
19	2	7	0	0
20	1	3	0	0
21	0	0	0	0
22	1	3	0	0
23	0	0	0	0
Total	10 (max)	218	0	0

Count	Not Ans response code

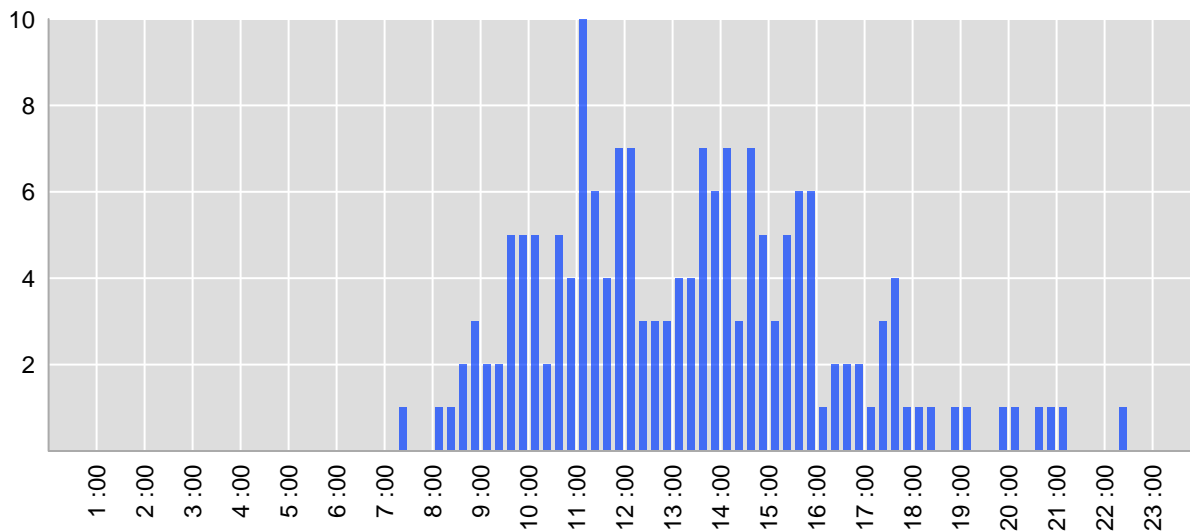
Group / ACD Traffic – AMG

Site: 8198-1 Call Center Primary Site

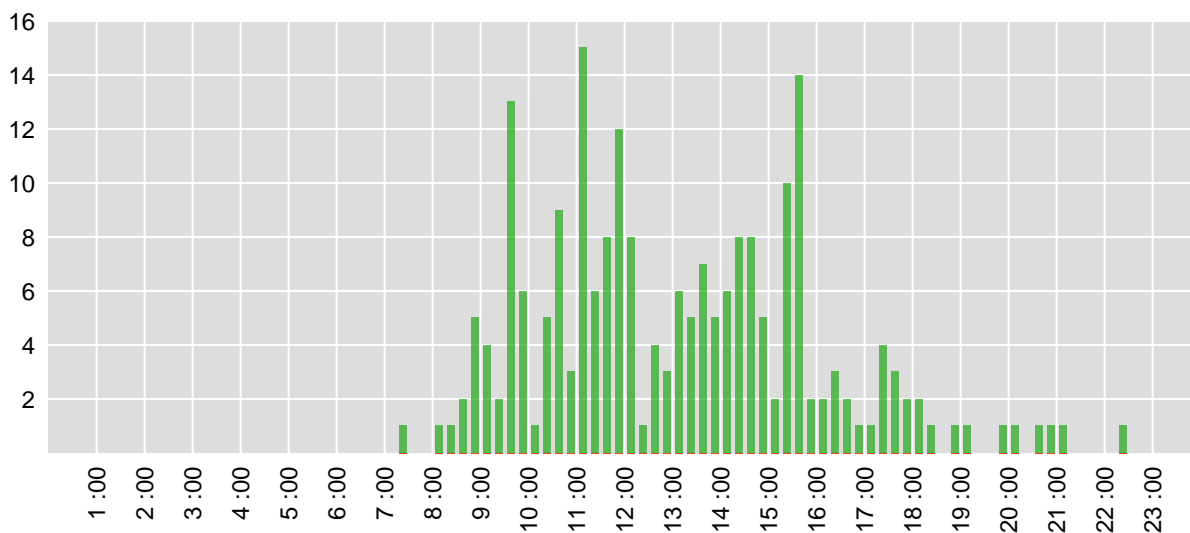
Date: Wed May 15, 2019

Group: 12 AMG

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	1	1	0	0
8	3	9	0	0
9	5	25	0	0
10	5	18	0	0
11	10	41	0	0
12	7	16	0	0
13	7	23	0	0
14	7	27	0	0
15	6	28	0	0
16	2	8	0	0
17	4	10	0	0
18	1	4	0	0
19	1	2	0	0
20	1	3	0	0
21	1	1	0	0
22	1	1	0	0
23	0	0	0	0
Total	10 (max)	217	0	0

Count	Not Ans response code
0	0

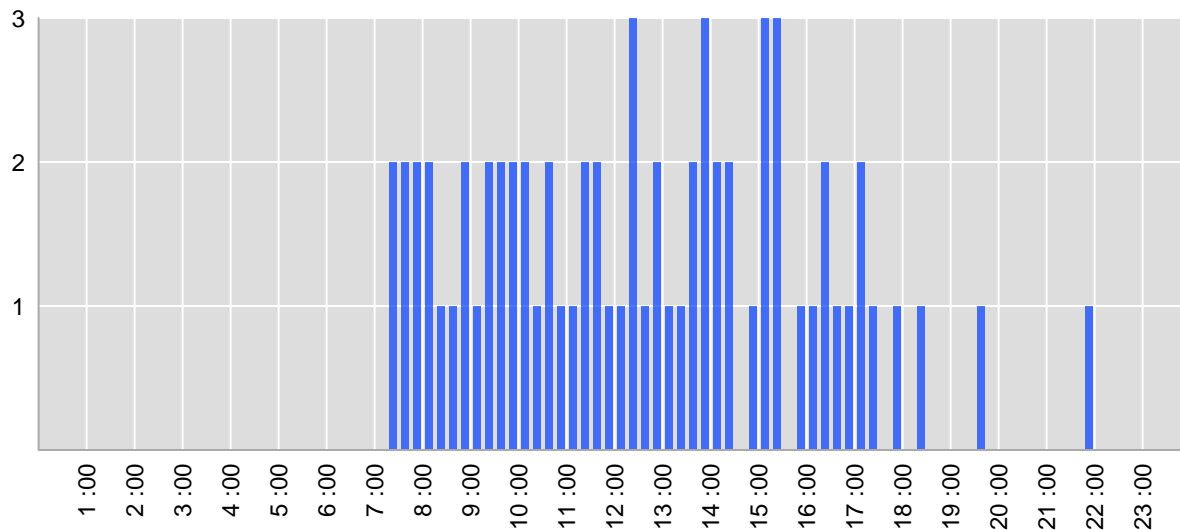
Group / ACD Traffic – Learn and Dev.

Site: 8198-1 Call Center Primary Site

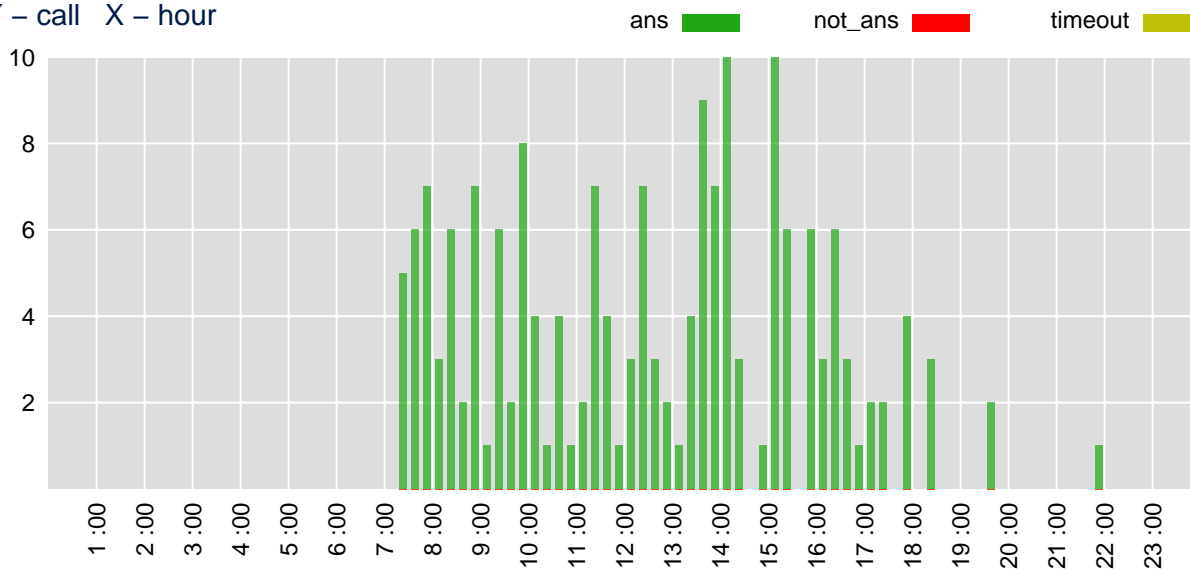
Date: Wed May 15, 2019

Group: 28 Learn and Dev.

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	2	18	0	0
8	2	18	0	0
9	2	17	0	0
10	2	10	0	0
11	2	14	0	0
12	3	15	0	0
13	3	21	0	0
14	2	14	0	0
15	3	22	0	0
16	2	13	0	0
17	2	8	0	0
18	1	3	0	0
19	1	2	0	0
20	0	0	0	0
21	1	1	0	0
22	0	0	0	0
23	0	0	0	0
Total	3 (max)	176	0	0

Count	Not Ans response code
0	0

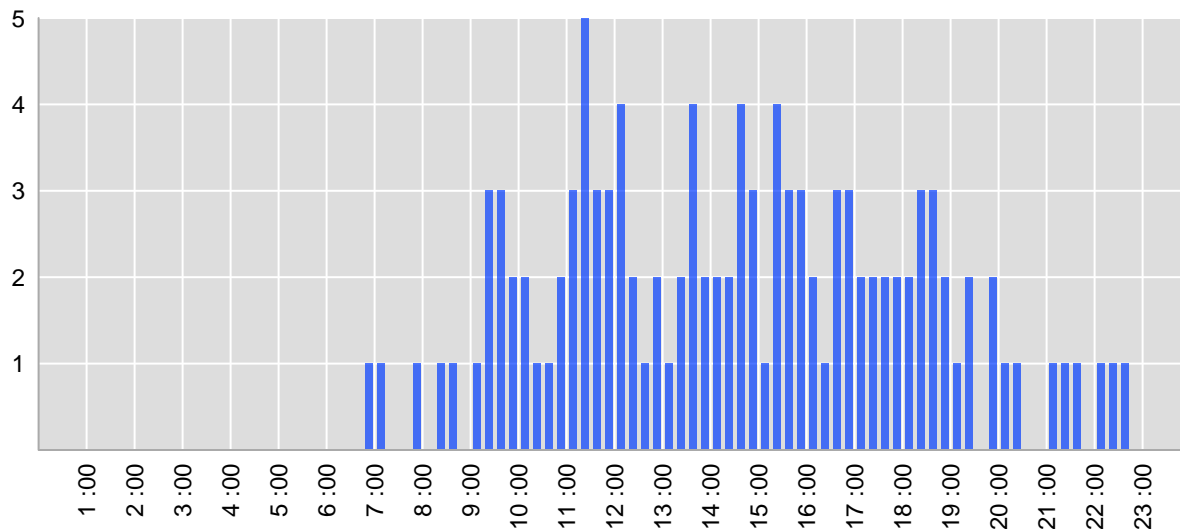
Group / ACD Traffic – MOV

Site: 8198-1 Call Center Primary Site

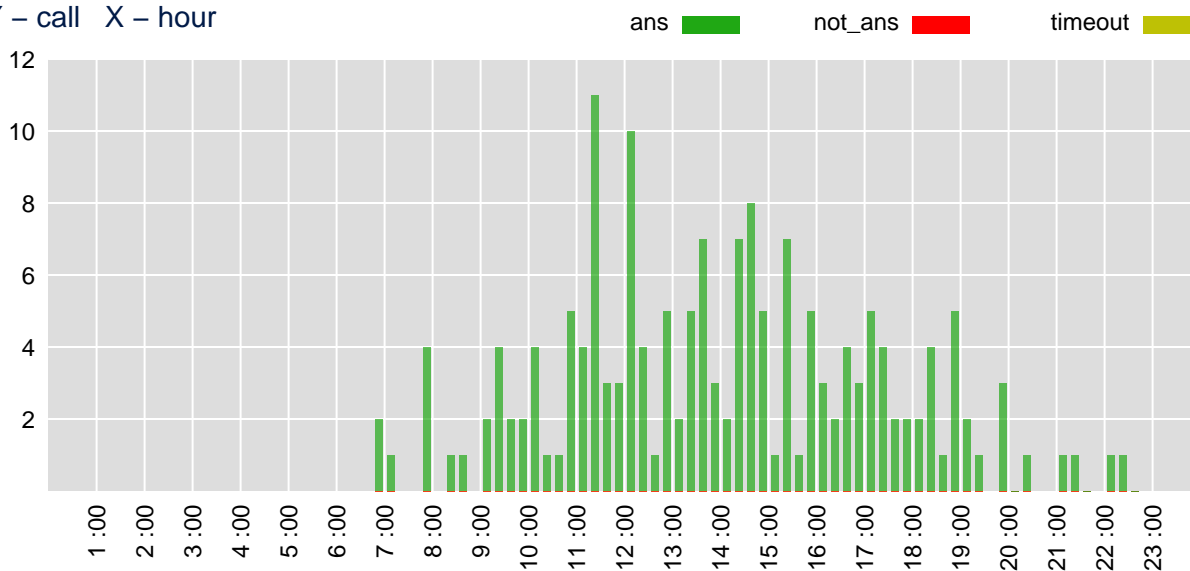
Date: Wed May 15, 2019

Group: 2 MOV

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	1	2	0	0
7	1	5	0	0
8	1	2	0	0
9	3	10	0	0
10	2	11	0	0
11	5	21	0	0
12	4	20	0	0
13	4	17	0	0
14	4	22	0	0
15	4	14	0	0
16	3	12	0	0
17	2	13	0	0
18	3	12	0	0
19	2	6	0	0
20	1	1	0	0
21	1	2	0	0
22	1	2	0	0
23	0	0	0	0
Total	5 (max)	172	0	0

Count	Not Ans response code

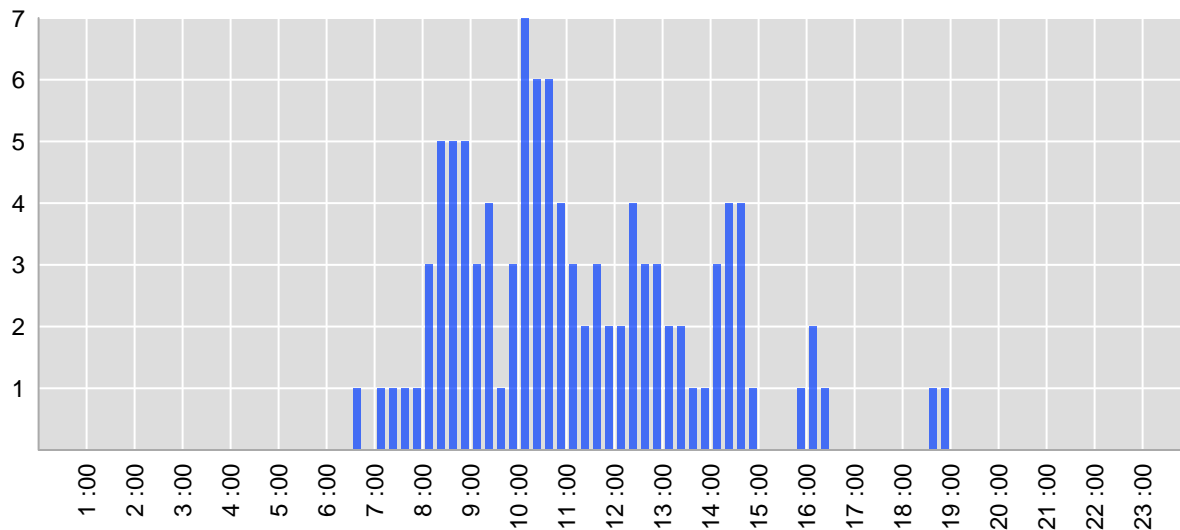
Group / ACD Traffic – Admail

Site: 8198-1 Call Center Primary Site

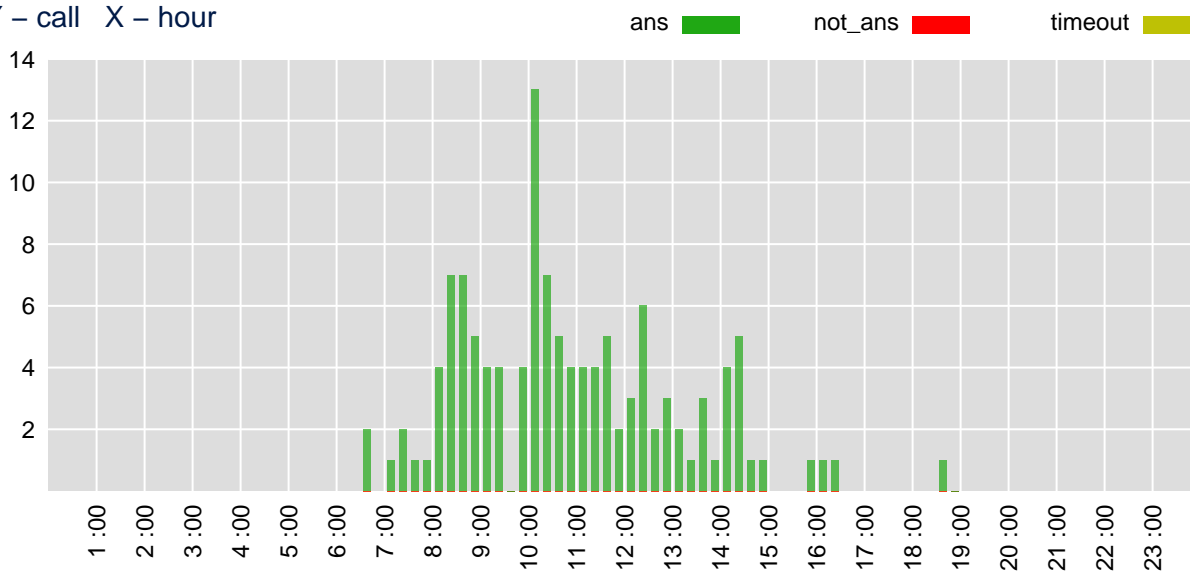
Date: Wed May 15, 2019

Group: 7 Admail

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	1	2	0	0
7	1	5	0	0
8	5	23	0	0
9	4	12	0	0
10	7	29	0	0
11	3	15	0	0
12	4	14	0	0
13	2	7	0	0
14	4	11	0	0
15	1	1	0	0
16	2	2	0	0
17	0	0	0	0
18	1	1	0	0
19	0	0	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	7 (max)	122	0	0

Count	Not Ans response code

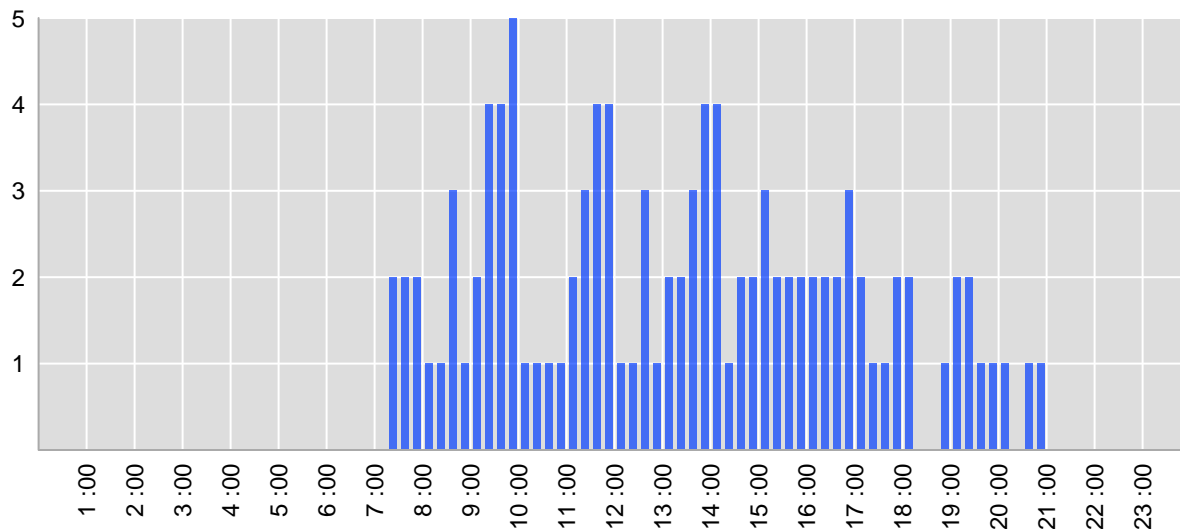
Group / ACD Traffic – DIA Helpdesk

Site: 8198-1 Call Center Primary Site

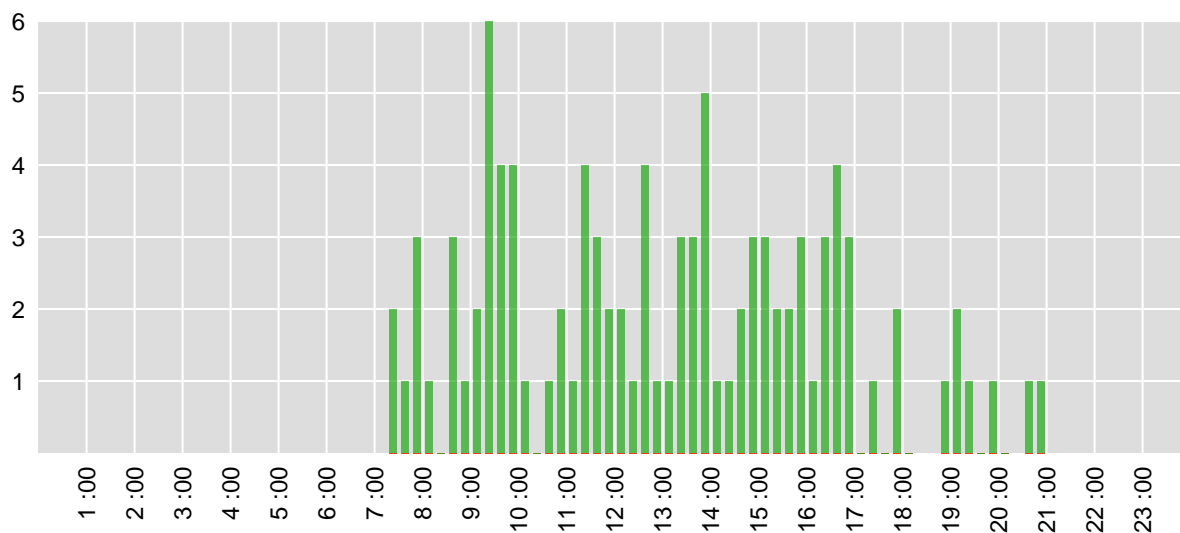
Date: Wed May 15, 2019

Group: 29 DIA Helpdesk

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	2	6	0	0
8	3	5	0	0
9	5	16	0	0
10	1	4	0	0
11	4	10	0	0
12	3	8	0	0
13	4	12	0	0
14	4	7	0	0
15	3	10	0	0
16	3	11	0	0
17	2	3	0	0
18	2	1	0	0
19	2	4	0	0
20	1	2	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	5 (max)	99	0	0

Count	Not Ans response code

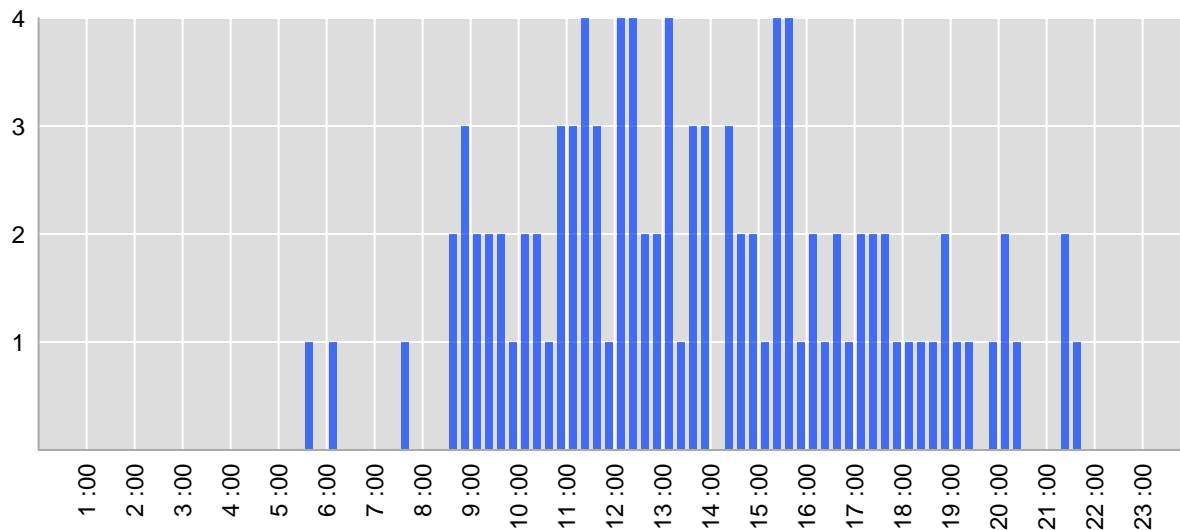
Group / ACD Traffic – CMB Rollout

Site: 8198-1 Call Center Primary Site

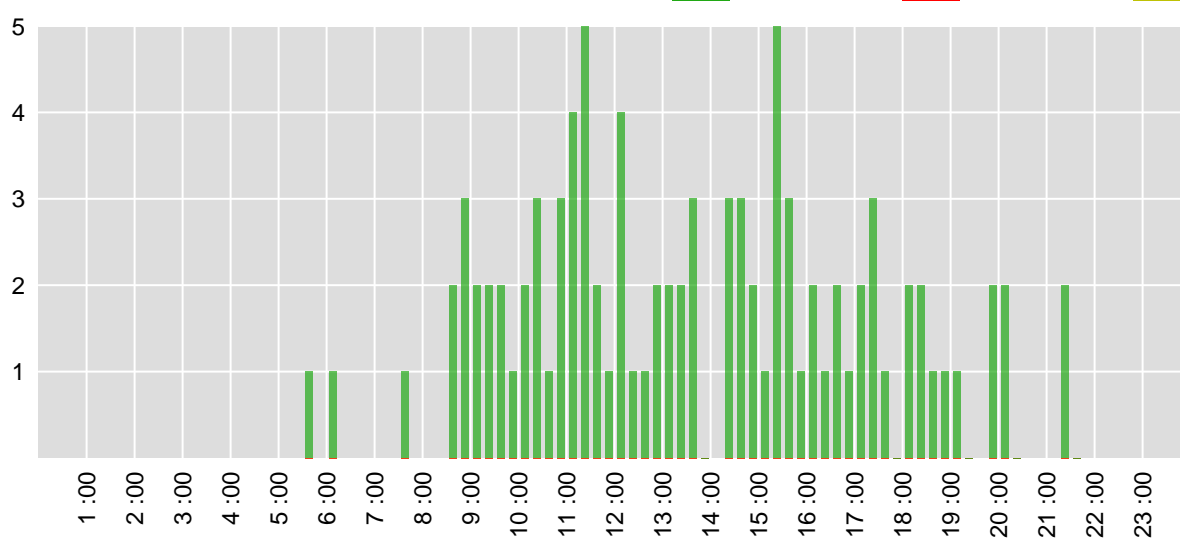
Date: Wed May 15, 2019

Group: 3 CMB Rollout

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	1	1	0	0
6	1	1	0	0
7	1	1	0	0
8	3	5	0	0
9	2	7	0	0
10	3	9	0	0
11	4	12	0	0
12	4	8	0	0
13	4	7	0	0
14	3	8	0	0
15	4	10	0	0
16	2	6	0	0
17	2	6	0	0
18	2	6	0	0
19	1	3	0	0
20	2	2	0	0
21	2	2	0	0
22	0	0	0	0
23	0	0	0	0
Total	4 (max)	94	0	0

Count	Not Ans response code

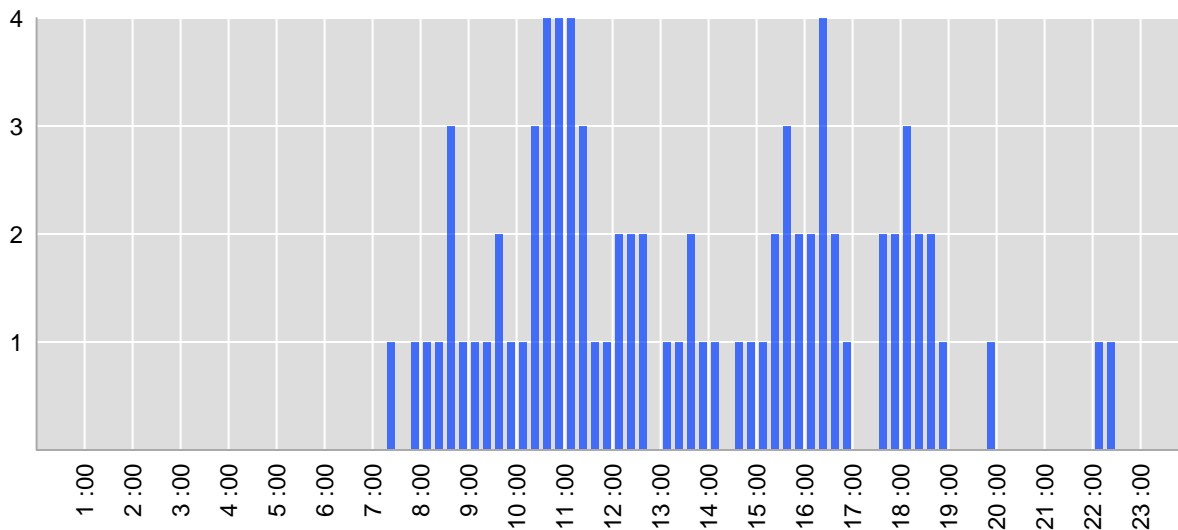
Group / ACD Traffic – eCommerce

Site: 8198-1 Call Center Primary Site

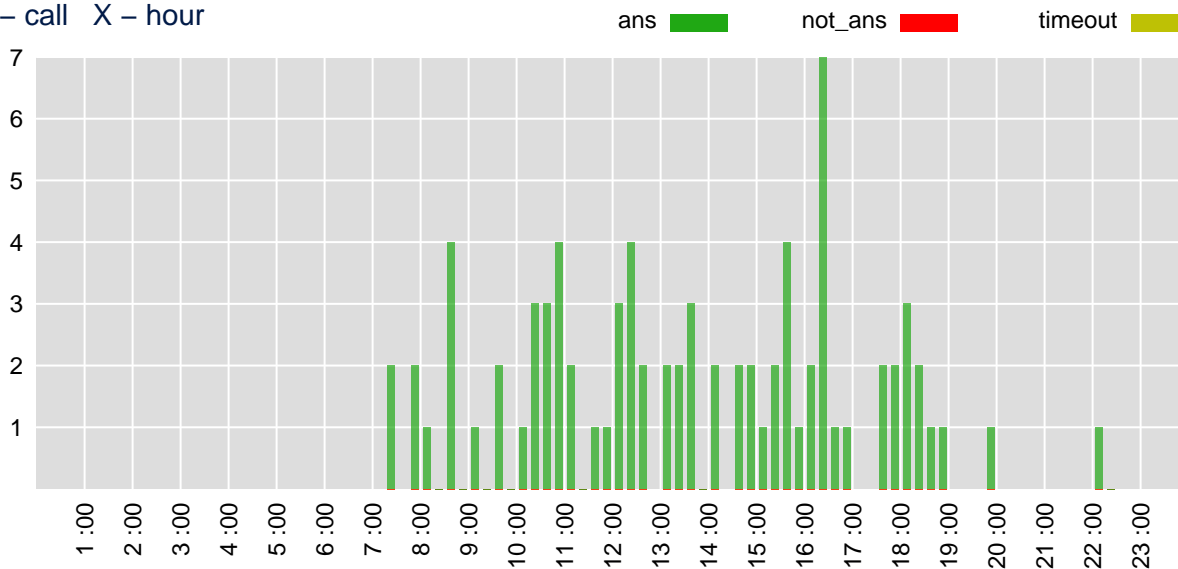
Date: Wed May 15, 2019

Group: 24 eCommerce

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	1	4	0	0
8	3	5	0	0
9	2	3	0	0
10	4	11	0	0
11	4	4	0	0
12	2	9	0	0
13	2	7	0	0
14	1	6	0	0
15	3	8	0	0
16	4	11	0	0
17	2	4	0	0
18	3	7	0	0
19	1	1	0	0
20	0	0	0	0
21	0	0	0	0
22	1	1	0	0
23	0	0	0	0
Total	4 (max)	81	0	0

Count	Not Ans response code
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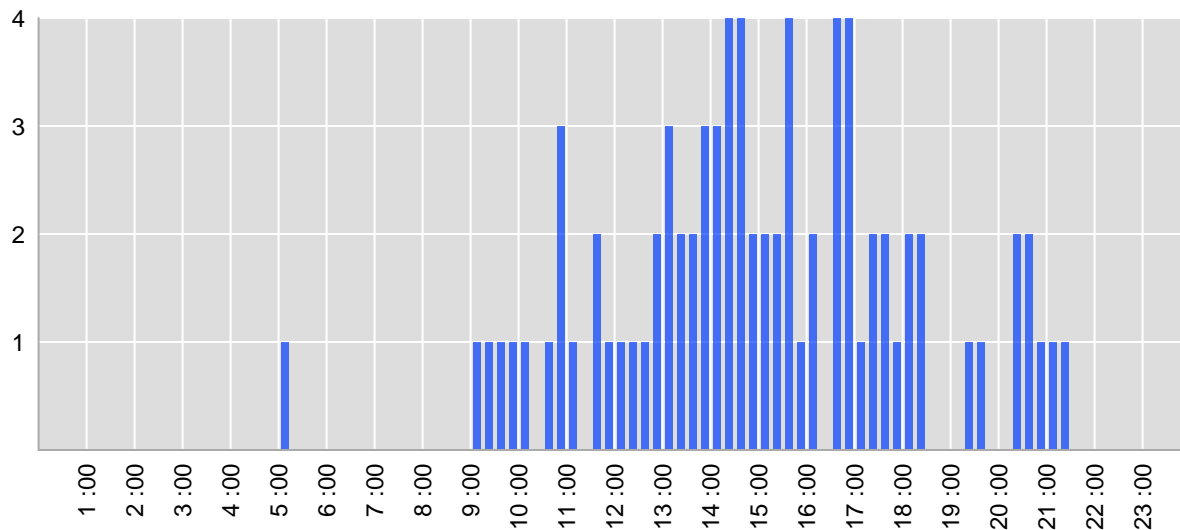
Group / ACD Traffic – EST–Helpdesk

Site: 8198–1 Call Center Primary Site

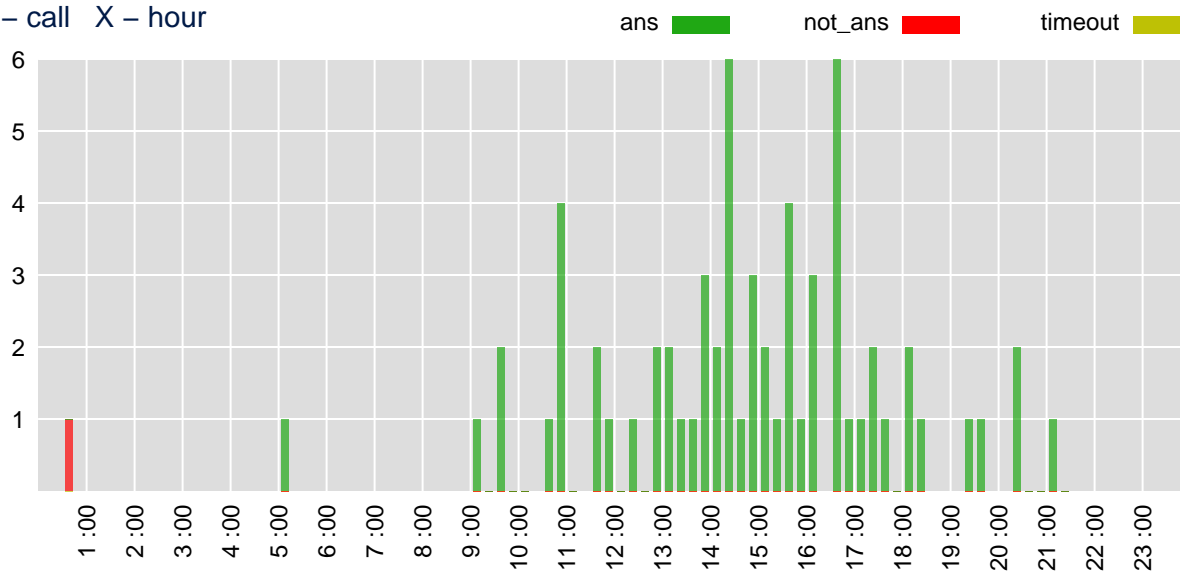
Date: Wed May 15, 2019

Group: 13 EST–Helpdesk

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	1	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	1	1	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	1	3	0	0
10	3	5	0	0
11	2	3	0	0
12	2	3	0	0
13	3	7	0	0
14	4	12	0	0
15	4	8	0	0
16	4	10	0	0
17	2	4	0	0
18	2	3	0	0
19	1	2	0	0
20	2	2	0	0
21	1	1	0	0
22	0	0	0	0
23	0	0	0	0
Total	4 (max)	64	1	0

Count	Not Ans response code
1	487 Request Terminated

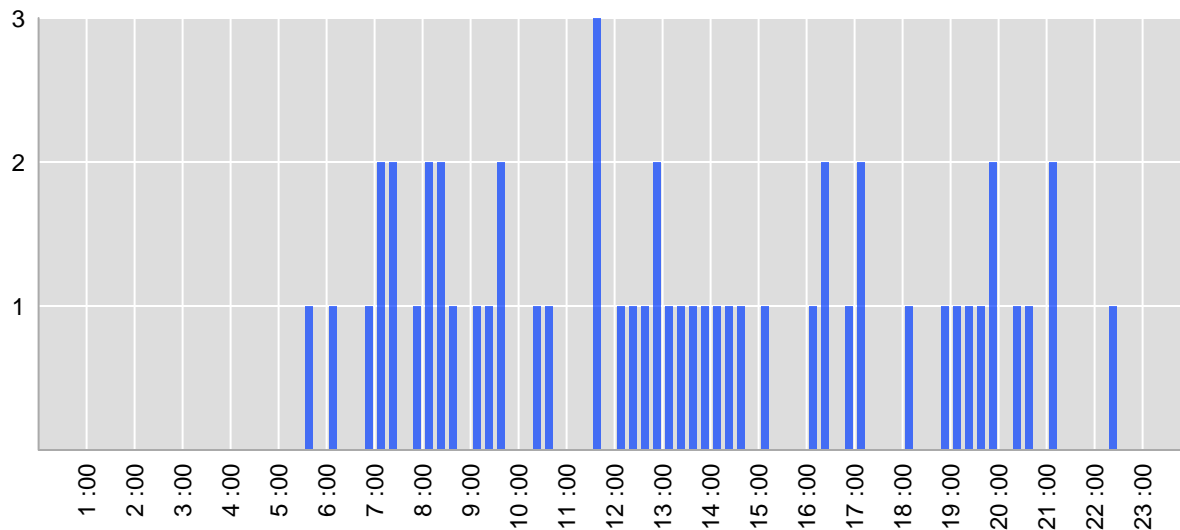
Group / ACD Traffic – RSMC – PV IVR

Site: 8198-1 Call Center Primary Site

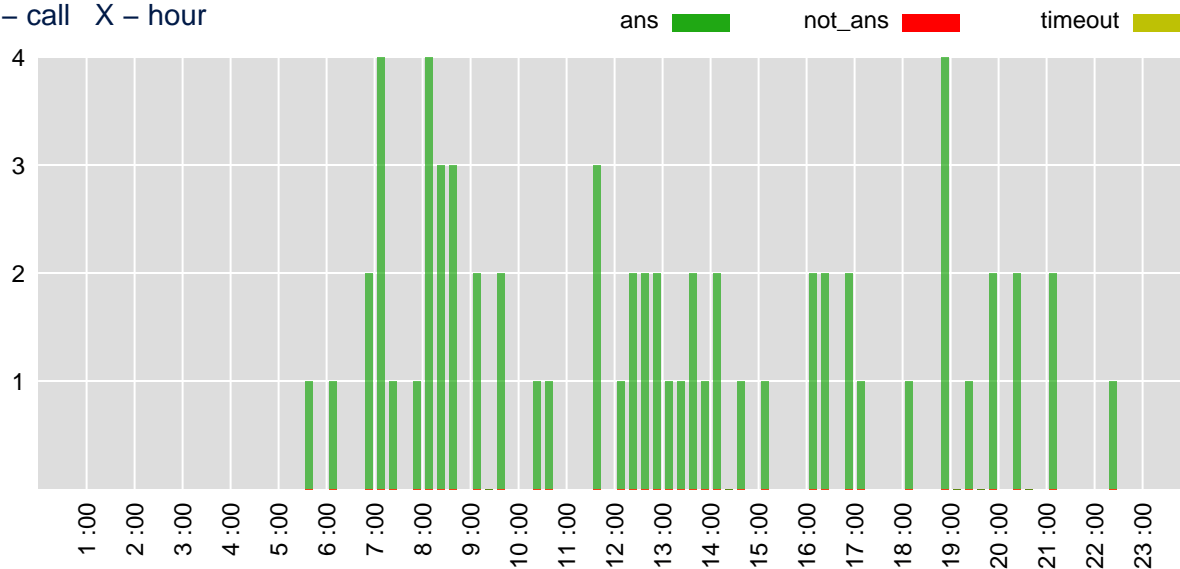
Date: Wed May 15, 2019

Group: 25 RSMC – PV IVR

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	1	1	0	0
6	1	3	0	0
7	2	6	0	0
8	2	10	0	0
9	2	4	0	0
10	1	2	0	0
11	3	3	0	0
12	2	7	0	0
13	1	5	0	0
14	1	3	0	0
15	1	1	0	0
16	2	6	0	0
17	2	1	0	0
18	1	5	0	0
19	2	3	0	0
20	1	2	0	0
21	2	2	0	0
22	1	1	0	0
23	0	0	0	0
Total	3 (max)	65	0	0

Count	Not Ans response code

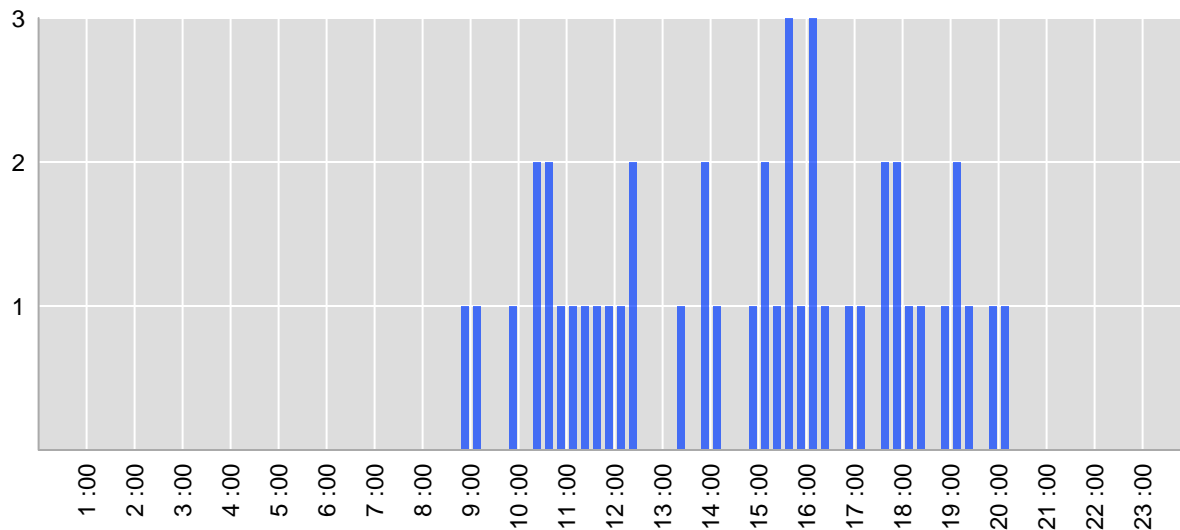
Group / ACD Traffic – Order Acceptance

Site: 8198-1 Call Center Primary Site

Date: Wed May 15, 2019

Group: 15 Order Acceptance

Y – channel X – hour



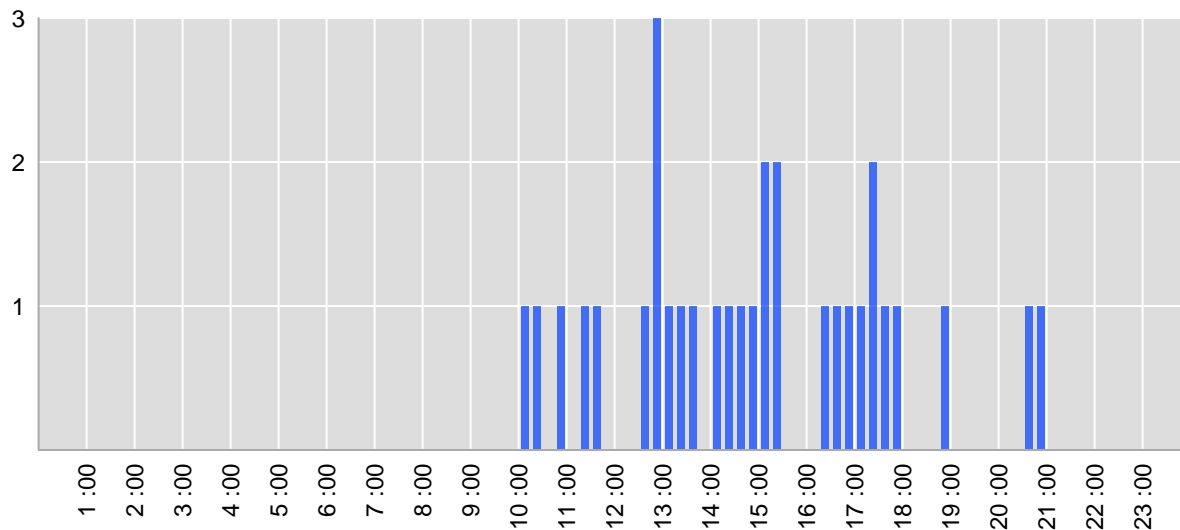
Group / ACD Traffic – DTSC–CMD

Site: 8198–1 Call Center Primary Site

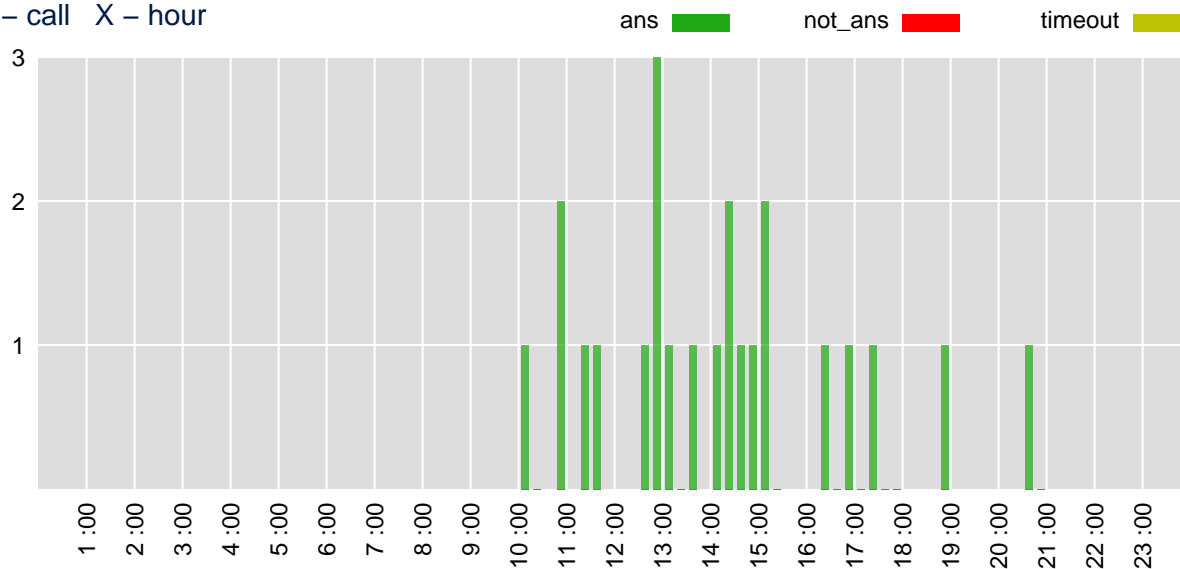
Date: Wed May 15, 2019

Group: 26 DTSC–CMD

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	0	0	0	0
10	1	3	0	0
11	1	2	0	0
12	3	4	0	0
13	1	2	0	0
14	1	5	0	0
15	2	2	0	0
16	1	2	0	0
17	2	1	0	0
18	1	1	0	0
19	0	0	0	0
20	1	1	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	3 (max)	23	0	0

Count	Not Ans response code

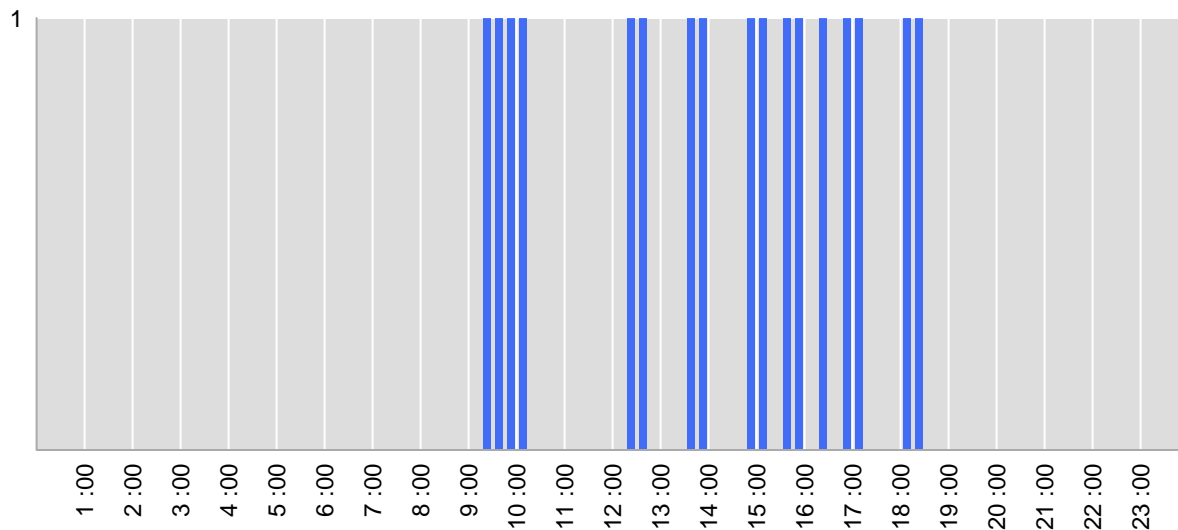
Group / ACD Traffic – Ombudsman

Site: 8198-1 Call Center Primary Site

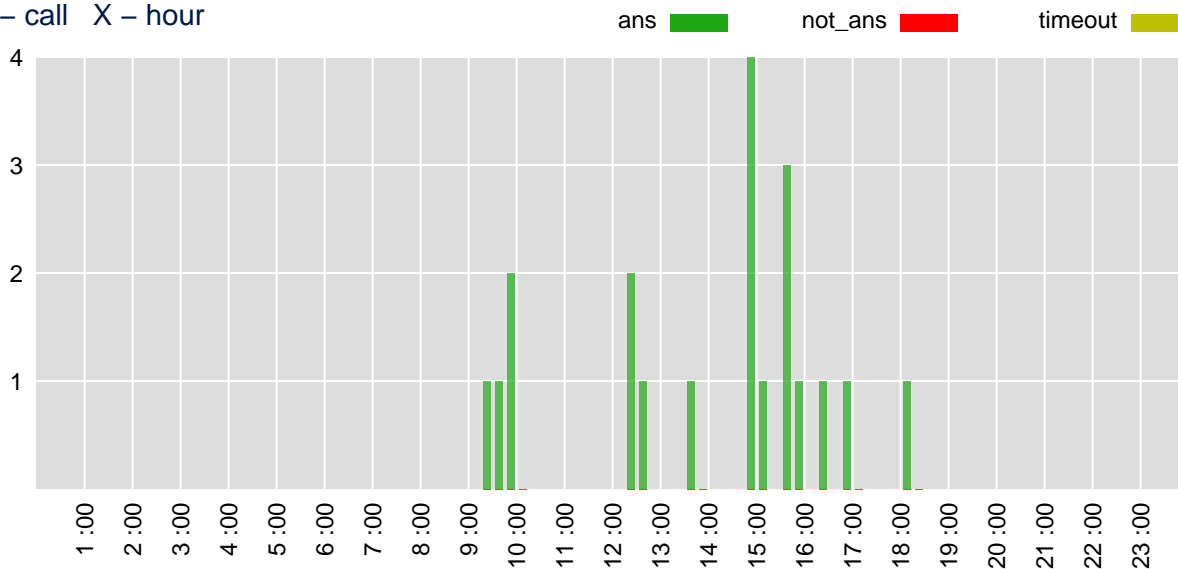
Date: Wed May 15, 2019

Group: 21 Ombudsman

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	1	4	0	0
10	1	0	0	0
11	0	0	0	0
12	1	3	0	0
13	1	1	0	0
14	1	4	0	0
15	1	5	0	0
16	1	2	0	0
17	1	0	0	0
18	1	1	0	0
19	0	0	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	1 (max)	20	0	0

Count	Not Ans response code
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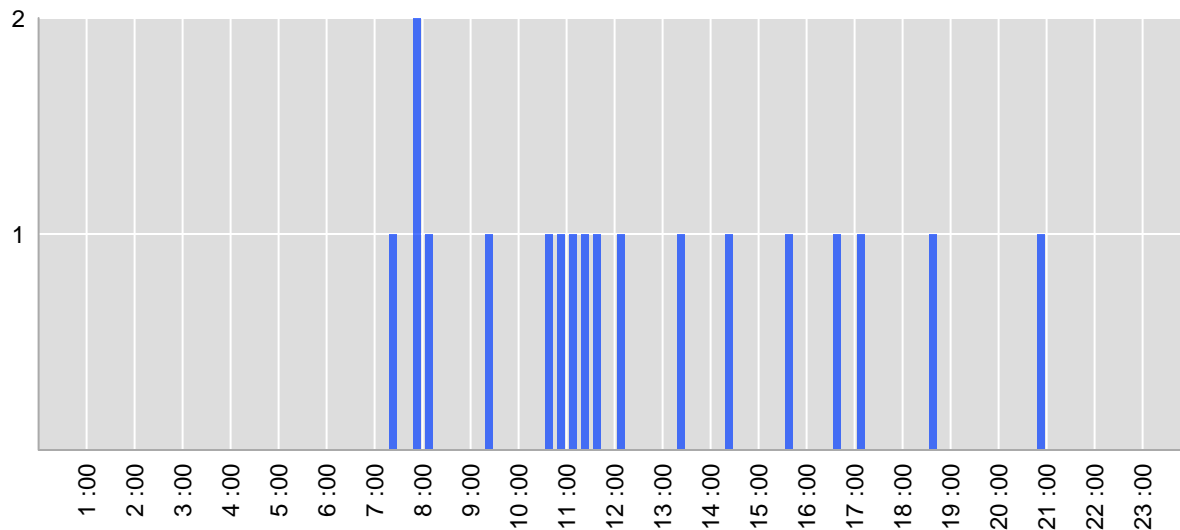
Group / ACD Traffic – Bus–eCommPickup

Site: 8198–1 Call Center Primary Site

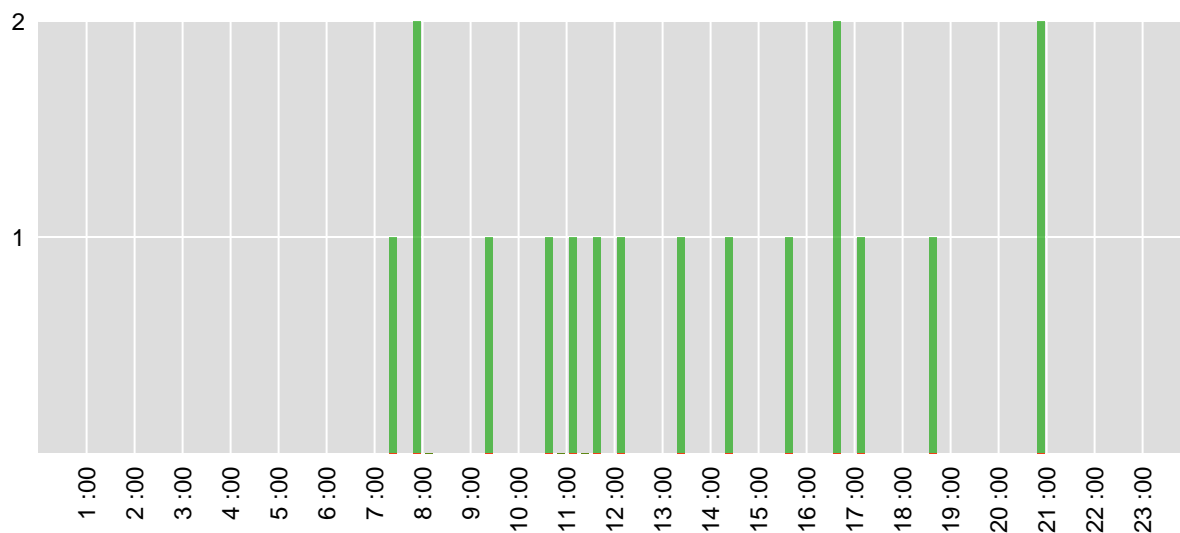
Date: Wed May 15, 2019

Group: 31 Bus–eCommPickup

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	2	3	0	0
8	1	0	0	0
9	1	1	0	0
10	1	1	0	0
11	1	2	0	0
12	1	1	0	0
13	1	1	0	0
14	1	1	0	0
15	1	1	0	0
16	1	2	0	0
17	1	1	0	0
18	1	1	0	0
19	0	0	0	0
20	1	2	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	2 (max)	17	0	0

Count	Not Ans response code

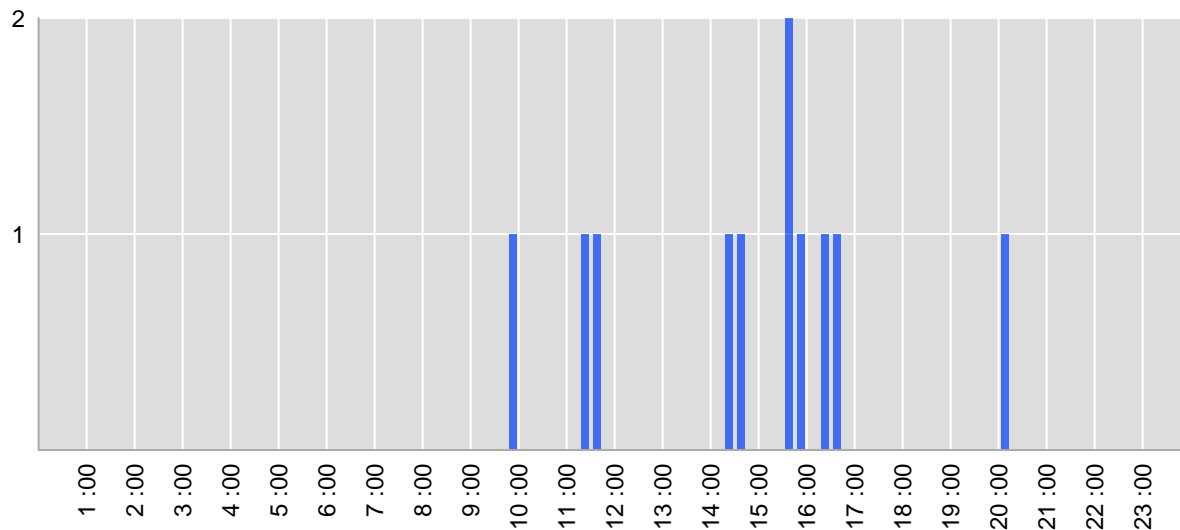
Group / ACD Traffic – Campaign

Site: 8198-1 Call Center Primary Site

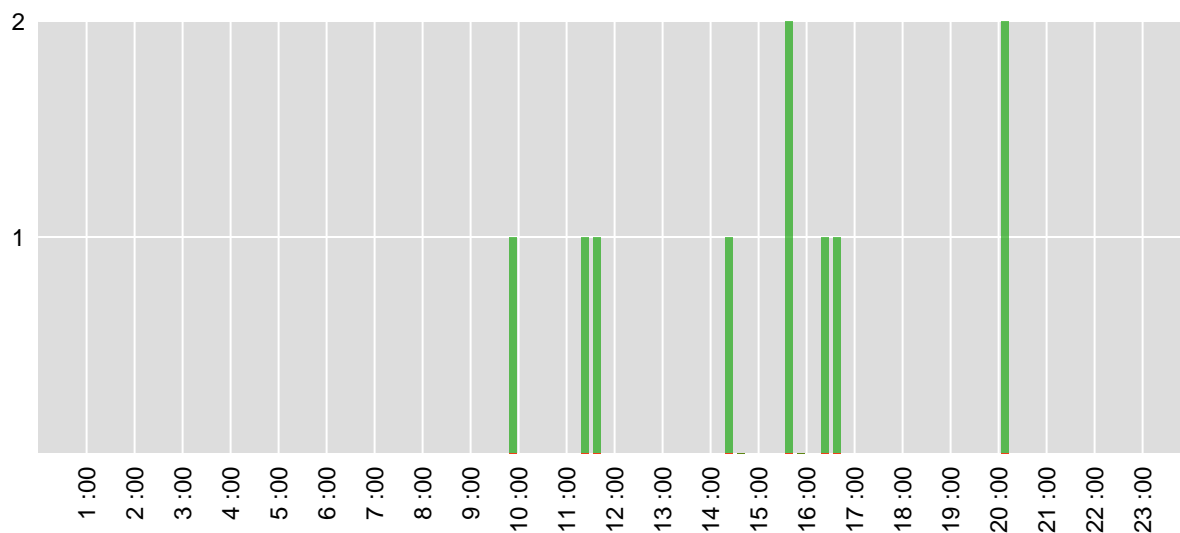
Date: Wed May 15, 2019

Group: 16 Campaign

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	1	1	0	0
10	0	0	0	0
11	1	2	0	0
12	0	0	0	0
13	0	0	0	0
14	1	1	0	0
15	2	2	0	0
16	1	2	0	0
17	0	0	0	0
18	0	0	0	0
19	0	0	0	0
20	1	2	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	2 (max)	10	0	0

Count	Not Ans response code

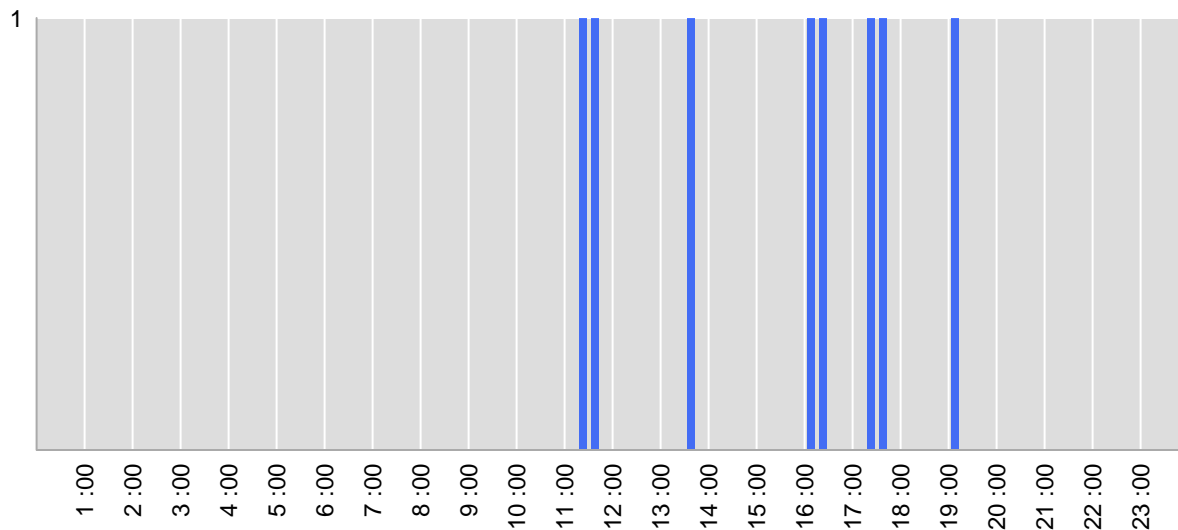
Group / ACD Traffic – CI-E-Pickup-Esc.

Site: 8198-1 Call Center Primary Site

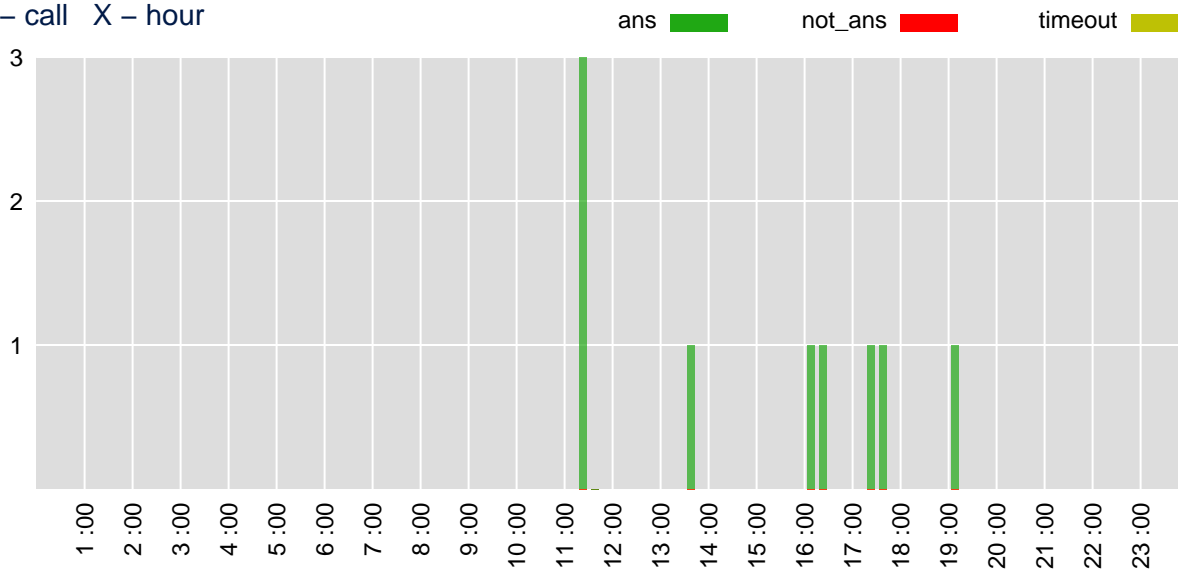
Date: Wed May 15, 2019

Group: 14 CI-E-Pickup-Esc.

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	0	0	0	0
10	0	0	0	0
11	1	3	0	0
12	0	0	0	0
13	1	1	0	0
14	0	0	0	0
15	0	0	0	0
16	1	2	0	0
17	1	2	0	0
18	0	0	0	0
19	1	1	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	1 (max)	9	0	0

Count	Not Ans response code

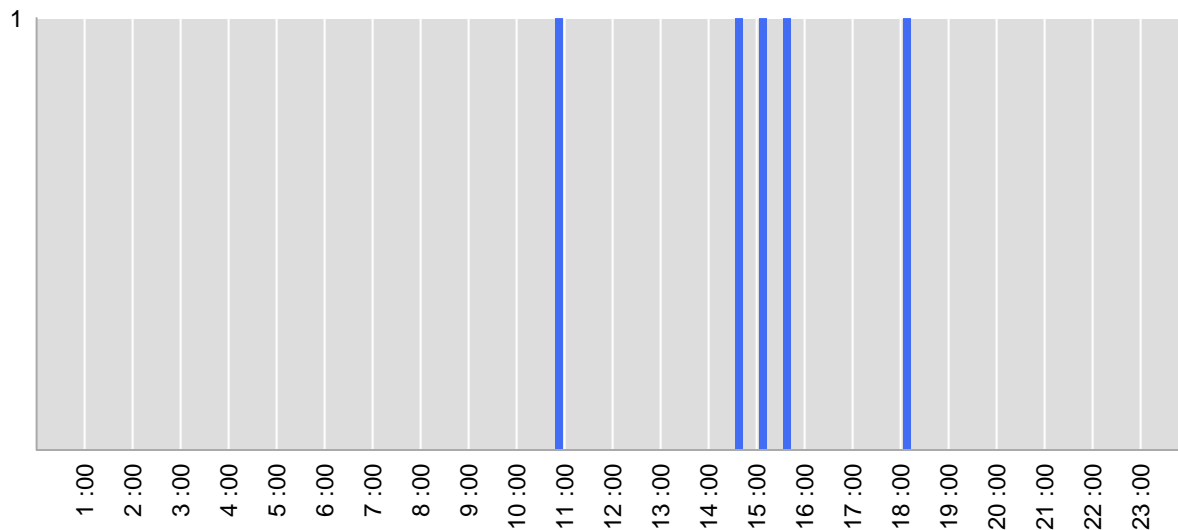
Group / ACD Traffic – P. Code English

Site: 8198-1 Call Center Primary Site

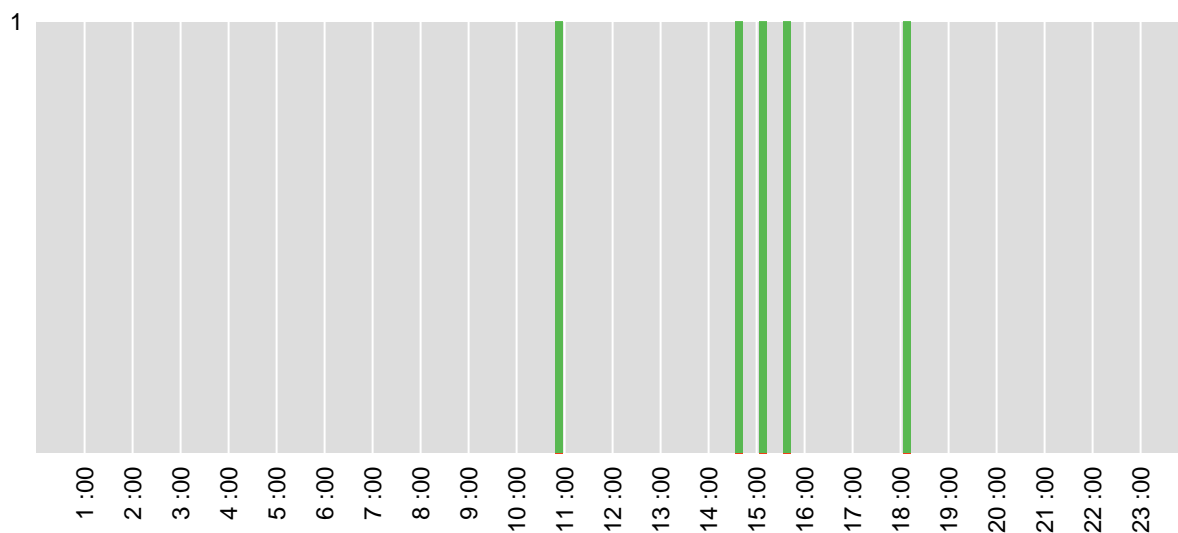
Date: Wed May 15, 2019

Group: 23 P. Code English

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	0	0	0	0
10	1	1	0	0
11	0	0	0	0
12	0	0	0	0
13	0	0	0	0
14	1	1	0	0
15	1	2	0	0
16	0	0	0	0
17	0	0	0	0
18	1	1	0	0
19	0	0	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	1 (max)	5	0	0

Count	Not Ans response code

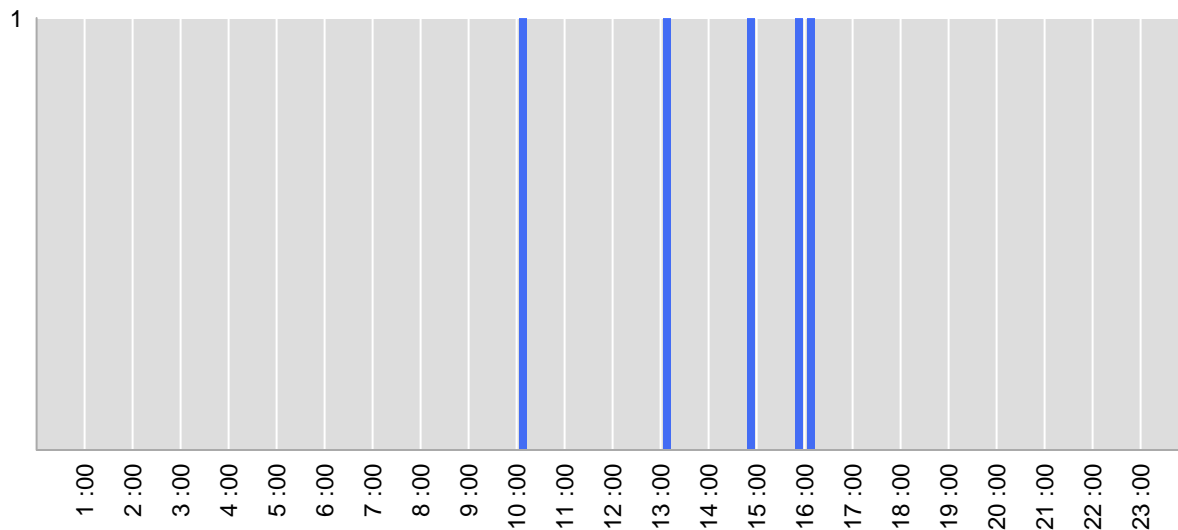
Group / ACD Traffic – CMIA

Site: 8198-1 Call Center Primary Site

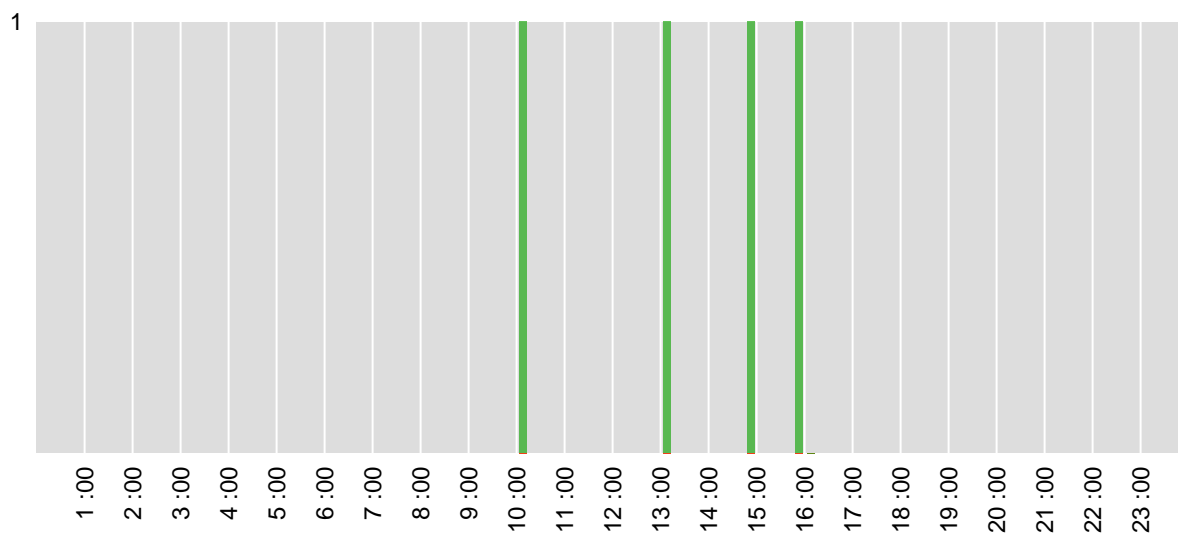
Date: Wed May 15, 2019

Group: 19 CMIA

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	0	0	0	0
10	1	1	0	0
11	0	0	0	0
12	0	0	0	0
13	1	1	0	0
14	1	1	0	0
15	1	1	0	0
16	1	0	0	0
17	0	0	0	0
18	0	0	0	0
19	0	0	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	1 (max)	4	0	0

Count	Not Ans response code

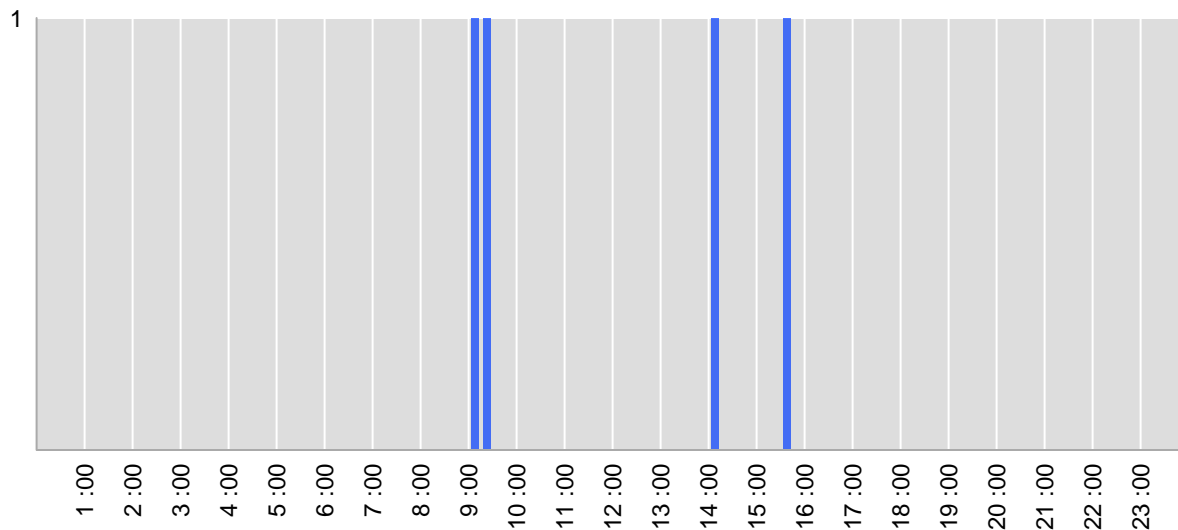
Group / ACD Traffic – P. Code French

Site: 8198-1 Call Center Primary Site

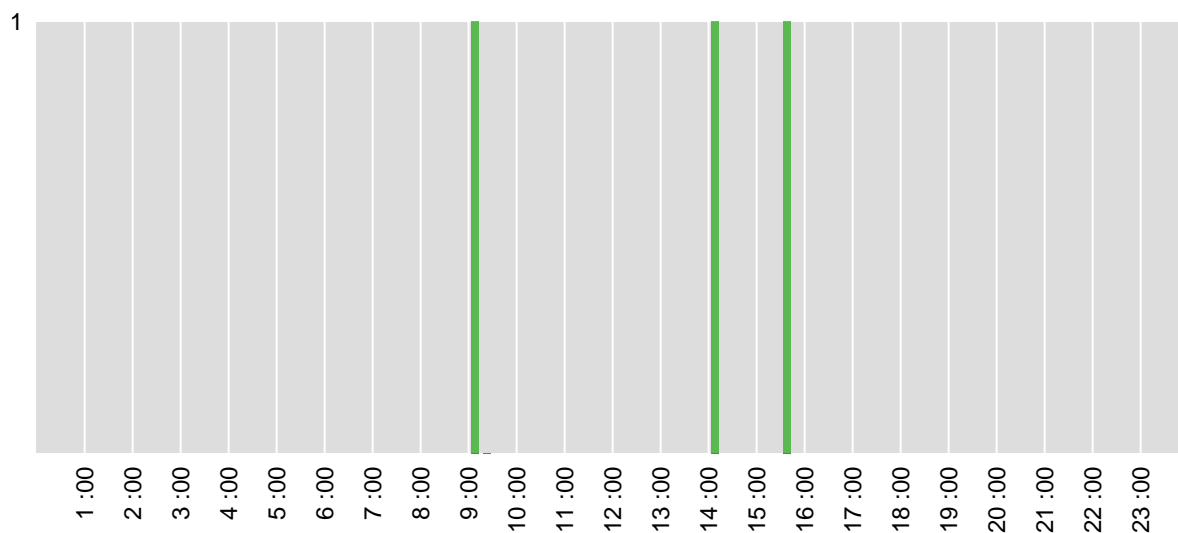
Date: Wed May 15, 2019

Group: 22 P. Code French

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	1	1	0	0
10	0	0	0	0
11	0	0	0	0
12	0	0	0	0
13	0	0	0	0
14	1	1	0	0
15	1	1	0	0
16	0	0	0	0
17	0	0	0	0
18	0	0	0	0
19	0	0	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	1 (max)	3	0	0

Count	Not Ans response code

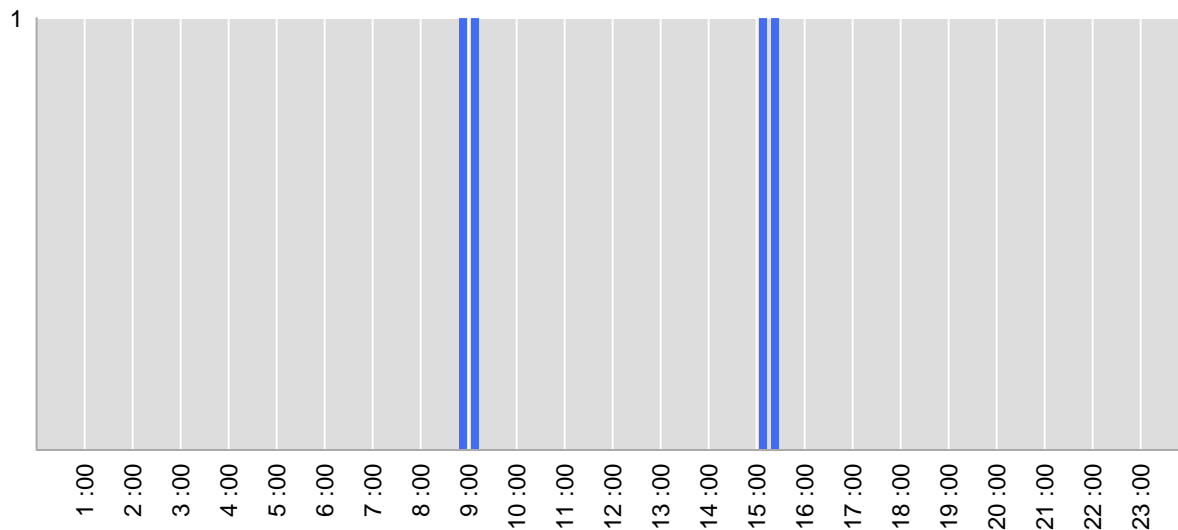
Group / ACD Traffic – RSD – PURO

Site: 8198-1 Call Center Primary Site

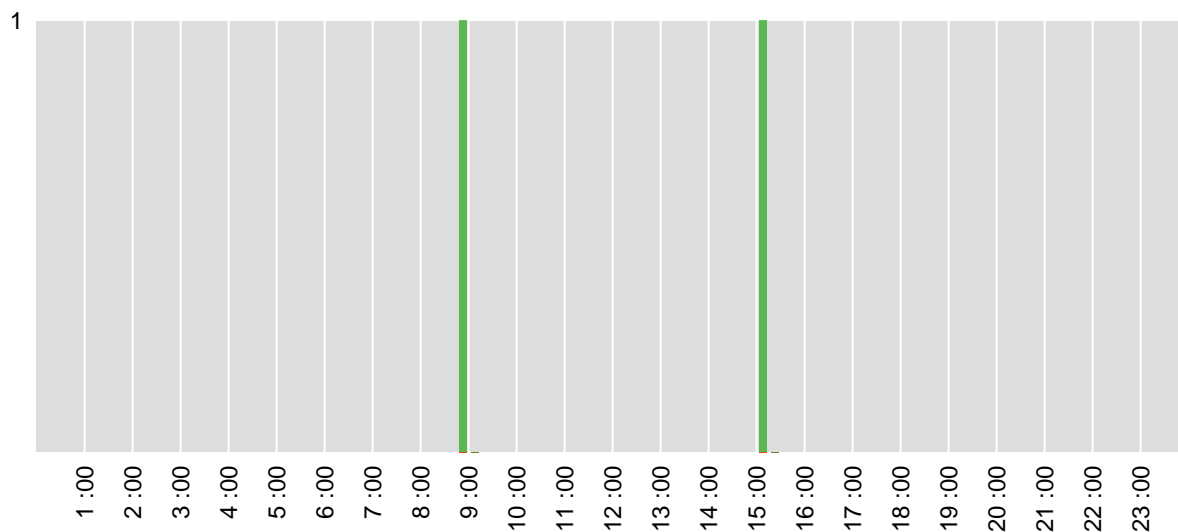
Date: Wed May 15, 2019

Group: 11 RSD – PURO

Y – channel X – hour



Y – call X – hour



Hour	Channel	Ans	Not Ans	TO
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	1	1	0	0
9	1	0	0	0
10	0	0	0	0
11	0	0	0	0
12	0	0	0	0
13	0	0	0	0
14	0	0	0	0
15	1	1	0	0
16	0	0	0	0
17	0	0	0	0
18	0	0	0	0
19	0	0	0	0
20	0	0	0	0
21	0	0	0	0
22	0	0	0	0
23	0	0	0	0
Total	1 (max)	2	0	0

Count	Not Ans response code
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Group / ACD Table

Site: 8198-1 Call Center Primary Site

Last Update: Mon March 11, 2019 15:45:17

	Group #	Name	Threshold	Phone #
0	0	HR ContactCentre	36 email	1828466006 int_num last_digit
1	1	P. Code Lookup	4 email	1828466008 int_num last_digit
2	1	P. Code Lookup	4 email	1828466028 int_num last_digit
3	2	MOV	20 email	1828466000 int_num last_digit
4	3	CMB Rollout	50 email	1828466002 int_num last_digit
5	4	SAC	30 email	1828466004 int_num last_digit
6	4	SAC	30 email	1828466006 int_num last_digit
7	4	SAC	30 email	1828466008 int_num last_digit
8	4	SAC	30 email	1828466000 int_num last_digit
9	4	SAC	30 email	1828466002 int_num last_digit
10	5	Gen. Inquiries	600 email	1828466004 int_num last_digit
11	5	Gen. Inquiries	600 email	1828466026 int_num last_digit
12	5	Gen. Inquiries	600 email	1828466028 int_num last_digit
13	5	Gen. Inquiries	600 email	1828466020 int_num last_digit
14	5	Gen. Inquiries	600 email	1828466022 int_num last_digit
15	5	Gen. Inquiries	600 email	1828466024 int_num last_digit
16	5	Gen. Inquiries	600 email	1828466026 int_num last_digit
17	6	RSMC	14 email	1828466046 int_num last_digit
18	7	Admail	28 email	1828466020 int_num last_digit
19	7	Admail	28 email	1828466022 int_num last_digit
20	7	Admail	28 email	1828466024 int_num last_digit
21	8	Vote by Mail	6 email	1828466046 int_num last_digit
22	9	VentureOne-NPC	60 email	1828466048 int_num last_digit
23	9	VentureOne-NPC	60 email	1828466040 int_num last_digit
24	9	VentureOne-NPC	60 email	1828466042 int_num last_digit
25	9	VentureOne-NPC	60 email	1828466044 int_num last_digit
26	9	VentureOne-NPC	60 email	1828466048 int_num last_digit
27	9	VentureOne-NPC	60 email	1828466040 int_num last_digit
28	10	RSC	80 email	1828466042 int_num last_digit
29	11	RSD - PURO	48 email	1828466044 int_num last_digit
30	11	RSD - PURO	48 email	1828466084 int_num last_digit
31	12	AMG	30 email	1828466066 int_num last_digit
32	13	EST-Helpdesk	180 email	1828466068 int_num last_digit
33	13	EST-Helpdesk	180 email	1828466060 int_num last_digit

Group #	Name	Threshold	Phone #
34	13	EST-Helpdesk	180 email 1828466062 int_num last_digit
35	14	CI-E-Pickup-Esc.	10 email 1828466226 int_num last_digit
36	15	Order Acceptance	10 email 1828466228 int_num last_digit
37	16	Campaign	30 email 1828466064 int_num last_digit
38	16	Campaign	30 email 1828466066 int_num last_digit
39	16	Campaign	30 email 1828466068 int_num last_digit
40	16	Campaign	30 email 1828466060 int_num last_digit
41	16	Campaign	30 email 1828466062 int_num last_digit
42	16	Campaign	30 email 1828466064 int_num last_digit
43	16	Campaign	30 email 1828466086 int_num last_digit
44	16	Campaign	30 email 1828466088 int_num last_digit
45	16	Campaign	30 email 1828466080 int_num last_digit
46	16	Campaign	30 email 1828466082 int_num last_digit
47	16	Campaign	30 email 1828466086 int_num last_digit
48	16	Campaign	30 email 1828466088 int_num last_digit
49	16	Campaign	30 email 1828466080 int_num last_digit
50	16	Campaign	30 email 1828466082 int_num last_digit
51	16	Campaign	30 email 1828466084 int_num last_digit
52	16	Campaign	30 email 1828466006 int_num last_digit
53	16	Campaign	30 email 1828466008 int_num last_digit
54	16	Campaign	30 email 1828466000 int_num last_digit
55	16	Campaign	30 email 1828466002 int_num last_digit
56	16	Campaign	30 email 1828466004 int_num last_digit
57	16	Campaign	30 email 1828466006 int_num last_digit
58	16	Campaign	30 email 1828466008 int_num last_digit
59	16	Campaign	30 email 1828466000 int_num last_digit
60	16	Campaign	30 email 1828466002 int_num last_digit
61	16	Campaign	30 email 1828466004 int_num last_digit
62	16	Campaign	30 email 1828466026 int_num last_digit
63	16	Campaign	30 email 1828466028 int_num last_digit
64	16	Campaign	30 email 1828466020 int_num last_digit
65	16	Campaign	30 email 1828466022 int_num last_digit
66	16	Campaign	30 email 1828466024 int_num last_digit
67	16	Campaign	30 email 1828466026 int_num last_digit
68	16	Campaign	30 email 1828466028 int_num last_digit
69	17	Epost	100 email 1828466020 int_num last_digit
70	17	Epost	100 email 1828466022 int_num last_digit
71	17	Epost	100 email 1828466024 int_num last_digit

	Group #	Name	Threshold	Phone #
72	18	CSN	60 email	1828466048 int_num last_digit
73	18	CSN	60 email	1828466040 int_num last_digit
74	18	CSN	60 email	1828466042 int_num last_digit
75	19	CMIA	20 email	1828466044 int_num last_digit
76	20	Exec/Non-Exec	18 email	1828466046 int_num last_digit
77	20	Exec/Non-Exec	18 email	1828466048 int_num last_digit
78	20	Exec/Non-Exec	18 email	1828466040 int_num last_digit
79	20	Exec/Non-Exec	18 email	1828466042 int_num last_digit
80	20	Exec/Non-Exec	18 email	1820248604 int_num last_digit
81	20	Exec/Non-Exec	18 email	1820248626 int_num last_digit
82	20	Exec/Non-Exec	18 email	1828226462 int_num last_digit
83	21	Ombudsman	8 email	1828466044 int_num last_digit
84	22	P. Code French	3 email	1828226424 int_num last_digit
85	23	P. Code English	6 email	1828226426 int_num last_digit
86	24	eCommerce	64 email	1828466260 int_num last_digit
87	25	RSMC – PV IVR	54 email	1828466262 int_num last_digit
88	26	DTSC-CMD	30 email	1828466264 int_num last_digit
89	26	DTSC-CMD	30 email	1828466266 int_num last_digit
90	26	DTSC-CMD	30 email	1828466268 int_num last_digit
91	26	DTSC-CMD	30 email	1828466260 int_num last_digit
92	27	Claims	32 email	1828466262 int_num last_digit
93	27	Claims	32 email	1828466264 int_num last_digit
94	27	Claims	32 email	1828466286 int_num last_digit
95	28	Learn and Dev.	10 email	1828466288 int_num last_digit
96	28	Learn and Dev.	10 email	1828466280 int_num last_digit
97	29	DIA Helpdesk	30 email	1828466282 int_num last_digit
98	29	DIA Helpdesk	30 email	1828466284 int_num last_digit
99	29	DIA Helpdesk	30 email	1828466286 int_num last_digit
100	30	ISD – CPG	48 email	1828466288 int_num last_digit
101	30	ISD – CPG	48 email	1828466280 int_num last_digit
102	30	ISD – CPG	48 email	1828466282 int_num last_digit
103	30	ISD – CPG	48 email	1828466284 int_num last_digit
104	30	ISD – CPG	48 email	1828466206 int_num last_digit
105	30	ISD – CPG	48 email	1828466208 int_num last_digit
106	30	ISD – CPG	48 email	1828466200 int_num last_digit
107	30	ISD – CPG	48 email	1828466202 int_num last_digit
108	30	ISD – CPG	48 email	1828466204 int_num last_digit
109	31	Bus-eCommPickup	10 email	1828466206 int_num last_digit

Group #	Name	Threshold	Phone #
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Group #	Name	Threshold	Phone #
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Group #	Name	Threshold	Phone #
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